



# SERHA Public Health Care Volunteer Programme

## Governance Guideline



South East Regional  
Health Authority

# VOLUNTEER GOVERNANCE GUIDELINES

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## **INTRODUCTION**

The SERHA Public Healthcare Volunteer Programme serves to attract Jamaicans who are driven by a quest for professionalism and the need to contribute to the enhancement and sustainability of an effective healthcare system, while promoting a career path in healthcare services.

The Volunteer Governance Guidelines stipulate the Conditions of Service for Volunteers of SERHA. It comprises provisions from relevant legislations, regulations and policies.

## **VOLUNTEER COMMITTEE**

- The SERHA Volunteer Committee has responsibility for providing the required management of the programme, within the ambit of MOH guidelines. The Committee's membership is comprised of Senior Managers representing the various stakeholders.
- All applicants must be interviewed by the Volunteer Committee whose purview it is to determine suitability and acceptance to the programme.

## **SELECTIONS**

- All selections will be made in accordance with criteria stated herein and in conjunction with the edicts of the Volunteer Committee.

## **ELIGIBILITY**

- Any suitably qualified Jamaican / CARICOM national between the ages of 17 -65 years is eligible for the volunteer programme.
- Volunteers must produce a certified copy of his / her birth certificate.

## **MEDICAL CERTIFICATION**

- Volunteers serving in SERHA are required to a certificate of medical fitness and valid immunisation records.

## **REQUIREMENTS**

- Each Volunteer admitted to the programme should possess strong inter-personal skills and interest in the healthcare discipline. In addition, all volunteers will be required to submit the following documents:
  - Certificate/s supporting the attainment of a minimum of 3 CXC subjects (or equivalent)
  - Birth Certificate
  - One passport – sized photograph
  - Police Record
  - Reference from a Justice of the Peace
  - Resume and two references
  - Completed application and Agreement forms
  - Essay detailing the reason for applying for the programme.

## **ORIENTATION & ADMISSION**

- All Volunteers will be engaged in a two- day orientation session prior to commencing their period of service. This session will include an overview of MOH and SERHA, introductions, general description of service functions, benefits and expectations.
- Volunteers admitted into to the programme will complete the admission process by signing the agreement with the Authority’s secrecy and code of conduct contracts.
- Applicants will be admitted to the programme every four months

## **CONFIDENTIALITY**

- All Volunteers will be required to sign the Secrets Act as a pledge against disclosing official matters and client information to the public.

## **MEDIA RELATIONS**

- Each institution has designated spokespersons who are the ONLY agents authorised to interact with the media. All responses to public enquires, statements, materials and provisioning of information to the media or external entities is strictly the prerogative of the governing Authorities

## **CERTIFICATE OF PARTICIPATION**

- Upon completion of the two year programme, all volunteers shall be provided with a certificate of participation
- Accreditation from tertiary and other associated institutions will be awarded where applicable.

## **HOURS OF SERVICE**

- A minimum of two (2) hours of service, per day twice per week is required of each volunteer.
- Volunteers are expected to practice professionalism with regard to attendance, punctuality and adherence to schedule assigned.

## **SERVICE /WORK AREAS**

- Volunteers will be required to serve in multiple departments/areas throughout the duration of the programme
- Assignment shall be determined by the Volunteer Committee based on the following:
  - Availability of the volunteer
  - Results of the interview process
  - Areas of interest indicated by the Volunteer
  - Health facility's most critical need

## **DEPLOYMENT**

- Volunteers accepted into the programme will be notified within 4-6 weeks
- Volunteers will be deployed to serve mainly in the following support function areas of our facilities:
  - Ambulatory Services
  - Cardiac Centre
  - Speciality Clinics
  - Radiology
  - Human Resources
  - Information Technology
  - Community Outreach
  - Patient registration and admission
  - Dietary and Linen services
  - Pastoral Care

## **ROLES & RESPONSIBILITIES**

Volunteers shall support the existing staff compliment in the areas assigned as directed by Management.

- Supporting Officers by disseminating relevant information to patients and visitors
- Providing patients with directional information
- Assisting staff in Customer Service, Telecommunication and Administration
- Assisting in monitoring patient's follow-up appointments and community outreach programmes
- Accompanying patients to various departments
- Assisting Professional staff with *patient care delivery* by providing an extra pair of hands where appropriate

## **BENEFITS**

Participation in the volunteer programme will result in the following benefits:

- Volunteers will receive first-hand insight into the many job opportunities available in the healthcare industry
- Opportunity to learn and serve alongside the best in their profession
- Opportunity to assist both the young and old, and participate in nation building.
- Invaluable training, development and work experience
- Certificate of participation

## **SAFETY**

It is the policy of the SERHA to provide and maintain a safe and healthy work environment for staff, volunteers and clients.

- All Volunteers are expected to abide by the Authority's Security, Fire & Safety and disaster preparedness guidelines.

## **DRESS CODE**

It is expected that all Volunteers will be appropriately attired and neat in appearance, at all times.

- Volunteers will be provided with a vest, in addition to a volunteer identification card. *Both* items must be worn at all times in the execution of duties.
- Volunteers must pay special attention to personal hygiene.
- Jewellery should be worn with discretion. *No wearing of earrings by men.*
  - Hair should be well groomed and contained
  - No jeans, Capri pants or shorts
  - Tops made of stretch/jersey fabric, are not allowed. In addition, tops that are too low revealing cleavage are also prohibited.
  - Shirts must be tucked in
  - Socks must be worn by men at all times
  - Slippers and sandals are not acceptable

## **CODE OF CONDUCT**

The Public Service is governed by established Statutes, Regulations, Orders and Procedures. These have been translated into a list of behaviour expectations deemed to be acceptable for all public officers and others operating within its domain. Violation of the code of conduct will lead to disciplinary action being taken.

- Absence from duty – for whatever reason must be communicated to the appropriate authority and where possible, pre-arranged.
- Service Standard – Volunteers are expected to treat everyone (Public Officers, clients, other Volunteers, general public) with courtesy, respect, fairness and objectivity.

- Political Activity - Volunteers are expressly prohibited from engaging in any type of partisan political activity while providing their service.
- Gifts and Exchanges – Volunteers are forbidden to solicit or accept gifts or gratuities for providing their service or affording/creating any other services.
- Visitors – Casual visits from friends or associates are not permitted.
- Property – the facility (land, building, equipment, supplies) is the possession of the Government of Jamaica. All staff members and Volunteers are required to exercise due diligence and care in the use of the property. The property must only be used to carry out the functions assigned by the Supervisor.
- Sexual Harassment – the SERHA has a zero tolerance for sexual advances (verbal or physical). Such behaviour includes any unwelcomed advances and requests for sexual favours.
- Standard of Behaviour prohibitions:
  - Excessive noise which disturbs others
  - Possession of weapons
  - Smoking (ganja or tobacco products) or use of alcohol, intoxicants or illegal substances
  - Fighting or other forms of physical disturbance
  - Acts of sabotage
  - Abuse , theft or careless use of government property
  - Larceny or theft from others
  - Use of obscene or threatening language
  - Failure to comply with a reasonable instruction from a Supervisor

## **GRIEVANCE PROCEDURE**

Volunteers are encouraged to escalate any issue or condition which has the potential to negatively impact their performance and required standard of service delivery, to their Supervisor.

## **DISCIPLINARY CODE**

The Authority seeks to promote only acceptable behaviour on the job, which promotes mutual respect for each other, while protecting the rights of all concerned. Any breach of the Authority's / Volunteer Governance Guidelines will result in disciplinary action being taken.

- Investigations will be conducted for all cases requiring disciplinary action.
- The severity of the misconduct or breach will drive the action taken, including a warning and counselling, reprimand, suspension and dismissal from the Programme.
- Any act committed by a Volunteer deemed to be criminal or illegal will result in the immediate cessation of duties and dismissal from the Programme.

## **PERFORMANCE EVALUATION**

Volunteers will be monitored and evaluated periodically. This evaluation will be the basis of their eligibility for the scholarships to be awarded at the end of the two year service.