

Volunteers for RHWF Foyer Kiosk - JOB DESCRIPTION

The Hospital

The Royal Hospital for Women is a public hospital, located in Randwick NSW, and is the only women's hospital located in NSW. It has provided care to women and babies for nearly two centuries, growing in response to the needs of women and the community.

The Royal has an outstanding national and international reputation for health care excellence. As a tertiary referral hospital, the Royal is a leading research and teaching hospital in women's health. The services the Royal offers are specific to the unique health needs of women and babies.

In addition to the Royal's New Born Intensive Care Unit, our areas of specialisation include breast cancer, gynaecology, gynaecological oncology, maternity, maternal fetal medicine, menopause, natural therapies and reproductive medicine. Each year the Royal:

- helps deliver approximately 4,000 babies and cares for many women experiencing high risk pregnancies
- provides care for more than 1000 premature or critically ill babies or babies requiring surgery
- treats more than 400 women for gynaecological cancer
- provides comprehensive care for more than 100 women with breast cancer
- attends to over 400 women requiring acute care services
- helps more than 500 women through endo-gynaecological procedures
- provides essential care for every one of the 10,000 women throughout New South Wales, who depend on the Royal for its expert medical knowledge in women's and babies' health.

The Foundation

The Royal Hospital for Women Foundation is a registered charity and the Hospital's primary fund raising arm, with the objective of raising funds in support of medical research, essential equipment, special services, education (which may involve assistance with funding 'Chairs' in particular Research areas.)

The Foundation Office attends to key organisational matters, day-to-day activities and communications.

Summary statement

This role reports to the Office Manager and CEO of the foundation, and is responsible for taking donations at the RHWF kiosk desk (located in the RHW foyer, Level 0 of the hospital) and assisting donors to make donations through our donation terminal screen (located at the kiosk), eftpos or by donating with our DGR donation slips available at the counter. The volunteers will also be responsible for collecting donor data and contact details.

The volunteers will be responsible for providing our donation and marketing + fundraising collateral to the public and patients wanting to donate to the hospital.

The Royal Hospital For Women Foundation

Level 1, Barker Street
Randwick NSW 2031, Australia

Postal Address

Locked Bag 2000, Randwick NSW 2031

ABN 79 276 416 465

Phone 02 9382 6720

Fax 02 9382 6762

royalwomen.org.au

contactus@royalwomen.org.au

The volunteers will also be responsible for ensuring the marketing collateral brochure holders at the kiosk are replenished as necessary.

The Royal Hospital for Women Foundation team works alongside this role to raise the profile of the RHWF within the RHW, across the Campus, the non-profit industry and the general public. This role works closely with the Office Manager and Donor Communications Co-ordinator of the foundation.

Key responsibilities

Together with the other kiosk volunteers:

- Working on a roster basis (with other volunteers) at the foundation kiosk to assist donors to make donations via our donation terminal screen to make online donations to the foundation.
- The volunteers will also be able to take donations using the EFTPOS terminal at the desk or donation forms provided.
- Provide our donation marketing collateral to the public for enquiries at the desk including our newsletters.
- Assisting the foundation with promotions/fundraising activities, possibly selling raffle tickets for promotions.
- Data collection of new donors and enquiries.
- Updating our donor database, also ensuring collection of postal addresses, email and contact phone numbers of new donors.
- Provide Baby Star brochures, Royal Mums brochures for patients and families as requested.
- Preparing welcome packs for our donors – including our RHWF eco bags and marketing collateral. Including production of donor address labels and preparation for mail outs.
- Preparing patient makeup bags/gifts.
- Ongoing recruitment of other volunteers who make enquiries at the desk.
- Promotion of our fundraising events, and community fundraising initiatives.
- Taking enquires from potential donors on the foundation and how we fundraise for the hospital services.
- Assisting the foundation team with hospital fundraising events and external fundraising events if available.
- Ensure Royal Hospital for Women and Royal Hospital for Women Foundation's branding and messaging is maintained in all communications activities.
- Manage all communications with internal and external stakeholders in timely and accurate manner.
- Reporting to the Office Manager and CEO as appropriate.

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Essential skills and experience

- Basic computer skills for data entry requirements – updating of current database.
- Strong interpersonal and communication skills
- Reliability for rostered hours for continuity of the management of the kiosk.
- Flexible, attentive to detail and enjoys working autonomously within a small team
- Computer literacy in Microsoft Office and Outlook, basic skills in Word/Excel as required for database management.

Key personal and professional attributes

- Conscientious, reliable and self-motivated
- Strong sense of responsibility
- Flexible team player

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