



Volunteer Placement Description

Position Title: Child Life Volunteer

Reports To: Mira Ehrhardt | 📞 (901)595-7637 | ✉ mira.ehrhardt@stjude.org

Amy Scott | 📞 (901)595-4829 | ✉ amy.scott@stjude.org

Hours: As needed, Monday – Friday

Training: Sign up for training on your volunteer portal, stjude.vsyslive.com

Issue Date: April 12, 2021

Reviewed/Updated: 5/22, 10/22, 10/23, 1/26

For All Volunteer Placements

General Expectations:

- Notify the Family, Guest & Volunteer Services Department of any absences.
- Sign in and out for each shift using the volunteer management database and wear your hospital-issued ID badge and purple neck rope prominently.
- Shift Management:
 - Utilize your volunteer portal, stjude.vsyslive.com, to assign yourself to the available shift assignments and track service records.
 - Use your volunteer portal to update contact information, check schedules, view service records and schedule shifts from your computer or smartphone.
 - Your supervisor will be notified automatically of any schedule changes made through the portal.
 - If your change needs to be made within 24 hours of your schedule assignment, you must contact your supervisor by phone or email.
- Maintain confidentiality at all times and refrain from sharing information learned during volunteering outside the unit, department, or hospital.
- Adhere to the volunteer dress code.

Compliance:

- Uphold confidentiality standards and adhere to all hospital policies while volunteering.
- Adhere to infection control standards for any area in which you serve.
- Respect the multi-cultural needs of patients and families.
- Successfully complete yearly competency quiz and any other mandatory training assigned.
- Follow St. Jude policies for reporting and handling accidents or injuries.
- Report any unusual occurrences, such as unusual behaviors, immediately to security, supervisor or other staff members.

Physical Requirements and Abilities:

- Regularly required to stand, walk, sit, kneel, use hands to handle or feel objects and communicate verbally.
- Must be able to hear clearly and accurately to ensure effective communication and situational awareness, for example, clearly hear and understand overhead announcements.
- Specific vision abilities include close vision, depth perception and the ability to adjust focus.
- Occasionally lift and/or move up to 25 pounds occasionally if needed.

Cultural Sensitivity:

- Demonstrate respect and understanding of the diverse cultural backgrounds represented at St. Jude.
-

Child Life Volunteer Program

Overview & Objective:

The Child Life Program provides children and teens opportunities for play, learning, self-expression, family involvement and peer interactions. Volunteers assist child life specialists in meeting these objectives through different tasks.

Role Specific Responsibilities:

- Responsibilities change based on the current needs of the child life specialists, but could include any of the following:
 - Deliver activity kits and information fliers to outpatient and inpatient areas for child life activities.
 - Support the child life specialists in set up, clean up and activities for group sessions.
 - Interact with patients and families during activities.

Required Skills, Knowledge, Experience & Attitude:

- Must be a mature-minded individual.
- Able to function independently and work effectively with others without direct supervision.
- Must exhibit warm, friendly and patient mannerisms.
- Enjoy working with children and teens and be sensitive to their needs.
- Able to function effectively under conditions of stress and variability.

Communication & Interpersonal Skills:

- Must be fluent in the English language.
- Able to communicate effectively and work collaboratively with others.
- Able to confidently approach families in a kind, welcoming and engaging manner.
- Able to communicate effectively with children.
- Able to respond to children's needs in various situations.

Knowledge & Adaptability:

- Must demonstrate the knowledge and skills necessary to provide age-appropriate care to all patients served.
- Willingness to work with technology, including an iPhone app and the volunteer portal.

Licenses or certifications:

- N/A

-XX-