



Volunteer Placement Description

Position Title: Greeter Volunteer Pilot

Reports To: Tricia Spence | (901)595-432 | tricia.spence@stjude.org

Hours /Shifts: Monday-Thursday from 8:30-10:30 a.m.; 10:30 a.m.-12:30 p.m.; and 12-2:30 p.m.

Training: You will sign up for training using St. Jude volunteer management software. May shadow existing volunteer(s) until comfortable serving in role alone.

Issue Date: September 2025

Reviewed/Updated: N/A

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 touch, handle, or feel, 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.

Greeter Volunteer Pilot Program

Overview & Objective

- To improve the patient and family experience by entering and exiting the front lobby; enhancing the arrival experience by providing a friendly, welcoming presence.

Key Responsibilities & Specific Responsibilities: (List the general specifics for this role)

- Greet and welcome everyone as they approach the doors
- Open the doors for people entering and exiting
- Support staff by easing wayfinding and answering simple questions
- Work in tandem with valet staff to ensure smooth arrivals and departures

Required Skills, Knowledge, Experience, & Attitude

- Warm, friendly, and patient demeanor
- Skill in collaborating and communicating effectively with others

- Strength to open and hold moderately heavy doors repeatedly during a 2-hour shift
- Comfort with both warm and cold outdoor weather conditions
- Capacity to quickly assess situations and respond appropriately

Communication & Interpersonal Skills:

- Comfortable interacting with patients, families, staff and visitors
- Warm and welcoming approach when greeting individuals entering the building
- Ability to communicate clearly, courteously, and respectfully in all interactions
- Attentive listening skills and sensitivity to the needs of patients and families
- Positive, professional demeanor in both verbal and non-verbal communication

Knowledge & Adaptability:

- Familiarity with campus and clinic locations, or willingness to learn
- Openness to adapting to changing needs and directions

Licenses or certifications: N/A

-XX-