



Volunteer Placement Description

Position Title: Helping Hands Volunteer

Reports To: Debbie Garrett | 📞 (901)595-5293 | ✉️ debbie.garrett@stjude.org

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

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

Hours: 3-hour shifts: Monday – Friday between the hours of 9 a.m. to 9 p.m.

Saturday & Sunday 11 a.m. to 7 p.m.

Training: Sign up for a three-hour training on your volunteer portal, stjude.vsyslive.com

Issue Date: August 2025

Reviewed/Updated: tbd

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.

Helping Hands Volunteer Program

Overview & Objective:

- Helping Hands Volunteers address the need for respite care for families, both inpatient and outpatient, and to provide opportunities for play through group activities and one on one interactions in play spaces.

This role requires a level of maturity and responsibility suitable for providing care for children of various ages, from infants to young adults. The volunteer should be capable of managing different needs, demonstrating patience, empathy, and a strong sense of responsibility.

Role Specific Responsibilities:

- Wear a Helping Hands button.
- Check out an iPhone, log into the Rover app and answer any needs via text.
- Providing respite care is the priority of this position.

Respite care:

- When requested, provide a break for caregivers and staff by providing brief (up to two hours) respite care.
- Follow the isolation policies and practices when entering or leaving a patient's room.

When not providing respite care:

- Interact with patients and families in play spaces, waiting areas and during activities.
- As needed, assist in preparing, maintaining, organizing, and cleaning play materials and supplies according to the toy cleaning policy.
- Distribute toys, games, personal care items, food items, and other supplies as needed for patients' and families' use when appropriate.

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.
- Willingness to work with technology, including an iPhone app and the volunteer portal.

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:

- Experience in working with children/teens of a variety of ages is strongly preferred.
- Able to safely supervise children.
- Must demonstrate the knowledge and skills necessary to provide age-appropriate care to all patients served.

Licenses or certifications:

- N/A

-XX-