



Volunteer Placement Description

Position Title: Imagine Academy Classroom Helper

Reports To: Randy Thompson | 📞 901-595-5260 | randy.thompson@stjude.org

Anne Quinn | 📞 901-595-2364 | ✉️ anne.quinn@stjude.org

Hours: Monday – Friday 9:00-11:00, 11:00- 1:00, & 1:00- 3:00

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

Issue Date: 5/01

Reviewed/Updated: 9/03, 3/06, 9/08, 1/09, 6/10, 2/12, 7/12, 11/13, 6/14, 10/14, 9/17, 9/18, 6/22, 2/23, 8/23, 11/25

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.

Imagine Academy Classroom Helper Volunteer Program

Overview & Objective:

To ensure that patients continue their educational studies by helping staff prepare take home and other materials; to assist school program staff with classroom needs, to enhance instruction for students.

Role Specific Responsibilities:

- Provide classroom assistance in the Pre-School, K-12 classrooms, Explore Library, and Explore Lab. Assist in providing classroom assistance (laminating, copying, cleaning classroom supplies/materials, art projects, assisting students) to Pre-School through 12th grade teachers on an as needed basis as directed by the Head of School Programs or volunteer supervisor for School Programs.
- Ensure that any unusual occurrences are reported immediately to the Head of School Programs or the supervisor of volunteers in the School Program.

Required Skills, Knowledge, Experience & Attitude:

- Warm, friendly, and patient demeanor.
- Able to function independently and work effectively with others without direct supervision.

- Must exhibit warm, friendly, and patient mannerisms.
- Able to work with a diverse population, recognizing and respecting their multi-cultural needs.
- 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.

Professional Development Required

- Two-hour orientation initially and annual training (This is in addition to the general Volunteer Services orientation and mandatory training.)

Licenses or certifications:

- N/A

-XX-