



Volunteer Placement Description

Position Title: Learning Support Volunteer

Reports To:

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Creative Writing: Alli Leslie | 901-595-5006 | alli.leslie@stjude.org

Hours: Scheduled in 60-minute time slots Monday through Friday.

Training: Sign up for training through your volunteer portal at stjude.vsyslive.com.

Issue Date: 8/2023

Reviewed/Updated: 9/2026

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 lanyard 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:

- Adhere to infection control standards for any area in which you serve.
- Respect the multicultural needs of patients and families.

- Successfully complete the yearly competency quiz and any other mandatory training assigned.
- Follow St. Jude policies for reporting and handling accidents or injuries.
- Report any unusual occurrences or concerning behaviors immediately to Security, your supervisor or another staff member.

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.

Learning Support Volunteer

Objective:

Support K-12 students receiving educational services by providing individualized academic assistance or creative writing support, while offering encouragement and fostering confidence in learning.

Role-Specific Responsibilities:

- Provide homework help, tutoring or assistance in creative writing as directed by your supervisor.
- Immediately report any unusual occurrences or student-related concerns to a School Program staff member or your volunteer supervisor.

Required Skills, Knowledge, Experience and Attitude:

- Able to work independently and collaborate effectively with staff and other volunteers.
- Demonstrate a warm, friendly and patient demeanor.
- Enjoy working with children and teens and be sensitive to their needs.
- Able to function effectively under conditions of stress and variability.

Communication and Interpersonal Skills:

- Must be fluent in the English language.
- Communicate clearly and collaborate effectively with students, families and staff.
- Respond appropriately and compassionately to the individual needs of children and teens.

Knowledge and Adaptability:

- Volunteers assisting with Spanish-language schoolwork must be proficient in both Spanish and English.

- Have experience tutoring or teaching K-12 students in one or more academic subjects. Demonstrate proficiency in the subject areas in which assistance will be provided.

Required Training

- Complete an initial two-hour School Program orientation and annual training in addition to the general Volunteer Services orientation and other mandatory training.

Licenses or Certifications:

- N/A