



Volunteer Placement Description

Position Title: Patient Special Event Host

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Hours: Tuesday, Wednesday, or Thursdays 11:30- 1:30 as needed

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

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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.

Patient Special Event Host Volunteer Program

Overview & Objective:

Host episodic (one-time) group led patient special events. The host is the key point person for volunteers as they perform their event. The host is responsible for ensuring the safety of all involved. By adhering to the PSEC training standards.

Role Specific Responsibilities:

- Wear clearly identified "Event Host" identification; ensures that all volunteer group members also wear PSEC guest identification.
- Greets assigned group, welcomes, and escorts them for the duration of their visit.
- Ensures the group members uphold all hospital policy and procedures and event guidelines.
- Notifies the Chair or Co-Chair when issues arise during the event.
- Completes final evaluation and recommends if the group should be invited back (or not)
- Must have a weekly volunteer shift in the hospital in an established volunteer placement.
- Must be in good standing for at least one year.
- Must have completed 96 hours of volunteer service.
- Must exhibit the following traits:
 - Leadership skills
 - Collaborative personality
 - Ability to re-direct or coach, comfortable with conflict

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.

Licenses or certifications:

- N/A

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