



Volunteer Placement Description

Position Title: Treat Trolley

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Hours: 1:00- 3:00 or 7:00- 9:00 monthly

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

Issue Date: 3/19 (pilot), 1/20 (program)

Reviewed/Updated: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.

Treat Trolley Volunteer Program

Overview & Objective:

St. Jude Children's Research Hospital is committed to offering families and staff special, unexpected treats free of charge. This program's is meant to boost family and employee morale on inpatient units.

Role Specific Responsibilities:

- Pick up Treat Trolley from the Volunteer closet, go to food services area, and prepare it for the week's treat distribution.
- Keep the cart clean, organized and well-stocked at all times.
- Visit inpatient units on a set rotation.
- Make sure all treats are distributed, leaving extra for inpatient or other SJ staff members.
- Clean the cart and extra drawers/baskets and return cart to volunteer closet when finished with your shift.
- Leave your completed treat trolley tracking sheet in the basket

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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