

Mission: The patient and family experience is enhanced by delivering a best-in-class experience for volunteers who use their time and talents to offer innovative and high-quality programming.

Vision: Effectively recruit, engage, and retain compassionate, well-trained volunteers, while continuously identifying opportunities to create programs that enhance the patient experience.



1 Retention*:

Ensure that 80% of volunteer positions remain filled so that hospital and patient/family needs can be met. Effectively train and support staff who supervise volunteers. Ensure ongoing appreciation for volunteers. Ask for feedback from volunteers.

2 Improve internal systems, processes, and ways to enhance staff time*:

Improve processes and procedures by integrating department systems with campus operations, reducing staff time spent. Measure Volunteer Services staff productivity: Implement integration techniques as appropriate.

3 Support Future Institutional Growth*:

Using established criteria, evaluate and fulfill the needs for new volunteer positions and foster employee engagement when appropriate to enhance the patient and family experience.

Collaborate with newly established patient-facing areas to identify who might value and need volunteer help; create programming, systems, structures, etc. to support those identified needs; consider older programming that may be outdated or that could be reworked to better meet current hospital trends.

*Focus area for FY '26

Scan to view
our strategic plan





FY 26

Volunteer Services Priorities



- 1** Implement new recruitment strategies.
- 2** Establish the St. Jude Volunteer Champion Program.
- 3** Capture the volunteer story to effectively demonstrate their value and impact.
- 4** Evaluate current programming through assessing volunteer processes, then restructure, reallocate, and/or expand as necessary.
- 5** Expand volunteer opportunities to fully meet the needs for nights and weekends.
- 6** Build collaborative relationships by rounding and interacting with volunteers and staff.
- 7** Promote, support and educate staff who engage with volunteers.
- 8** Communicate volunteer opportunities to St. Jude staff.