

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. Begin processes to decentralize management volunteer programs.

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 to support those identified needs; consider older programming that may be outdated or that could be reworked to better meet current hospital trends.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 '25

Scan to view
our strategic plan





FY 25

Volunteer Services Priorities



- 1** Reevaluate the volunteer onboarding process by providing a supportive environment for further education, skill assessment, and continuing education.
- 2** Evaluate all recruitment strategies and messaging.
- 3** Establish the St. Jude Ambassador Volunteer Program.
- 4** Capture the volunteer story to effectively demonstrate their value and impact.
- 5** Expand staff supervisor Lunch and Learn offerings.
- 6** Standardize communications materials, including all volunteer placements.
- 7** Identify new patient-facing areas and determine if they might benefit from volunteer services.
- 8** Review the need for current programming and reallocate resources as needed.
- 9** Reimagine the division of programming with the enhancement of staff resources.