



## **Program Coordinator – Volunteer Services and Special Events**

Memphis, TN

Full time

At St. Jude, we are committed to providing exceptional care and service to our patients and their families. Our Family, Guest, and Volunteer Services team plays a crucial role in enhancing the hospital experience through dedicated volunteer support and engaging special events. We are currently seeking a dynamic and experienced Volunteer and Special Event Coordinator to join our team and help us continue making a positive impact.

### **Position Overview:**

We are looking for a skilled Volunteer and Special Event Coordinator to oversee and manage our various hospital volunteer programs and special events. This role will involve large-scale project management in collaboration with staff across the institution. The successful candidate will bring strong leadership and training skills, experience in supervising volunteers, and proficiency in volunteer management software systems. Adaptability to evolving priorities will be essential to thrive in this role.

Work Schedule: Monday - Friday, 10:30 AM to 7:00 PM, with occasional weekend days with prior notice.

**\*\*All candidates must submit a cover letter to be considered for the position\*\***

The Volunteer and Special Events Coordinator will have the following specific responsibilities:

- Recruitment, orientation, initial and ongoing training, coaching, counseling, recognition, and retention of volunteers.
- Coordination, supervision, and implementation of volunteer programs and activities across the institution for patients and families.
- Oversight and maintenance of the volunteer database, including generating reports and assisting volunteers and supervisors with software challenges.
- Chairing the Patient Special Events Committee, collaborating with an interdisciplinary team to organize hospital events.
- Maintaining a stocked, clean, and organized volunteer workroom and supply areas.

- Procuring program and event supplies through the materials management system or direct purchases.
- Continuous updating of volunteer orientation manuals, external webpages, policies, and training materials.
- Collaborating with internal teams on volunteer spotlights and photography sessions to support recruitment and recognition efforts.
- Welcoming guests and volunteers, ensuring operational efficiency of the sign-in system.
- Leading the planning and execution of small volunteer recognition events throughout the year and an annual large-scale event.
- Contributing content for the department's annual review booklet.
- Designing new volunteer programming in coordination with the manager.
- Training and maintaining effective communication with staff who supervise volunteers.
- Mentoring student interns, overseeing their daily learning and performance evaluations.
- Occasionally responsible for handling general phone and email inquiries for the department in the absence of the administrative specialist.
- Participating in local, state, and national associations for professional development in patient experience and volunteer management.
- Maintaining regular and predictable attendance.
- Performing other related duties as assigned to meet departmental and institutional goals.

### **Skills and Abilities**

- Enthusiasm for professional development in volunteer management leadership.
- Ability to create reports and presentations.
- Proficiency in public speaking for large groups.
- Experience in developing and implementing training programs tailored to diverse learning styles.
- Excellent organizational and time management skills with the ability to prioritize tasks.
- Strong communication skills to foster positive relationships with diverse team members.
- Adaptability to swiftly adjust strategies in response to institutional needs.

### **Minimum Education and/or Training:**

- Bachelor's Degree required, preferably in Public or Non-profit Administration, Healthcare Administration, Communications/ Journalism, Education, Marketing or Human Resource

**Minimum Experience:**

- 2+ years of experience in program management of volunteers, students, or employees, and/or planning and implementing special events in a non-profit organization, academic institution, or related field.
- Experience coordinating, designing, implementing, and evaluating programs or projects is preferred.
- Proficiency in software systems and Microsoft Suite systems.

**Licensure, Registration and/or Certification Required by SJCRH Only:**

- One of the following is required within four (4) years of hire:
- (LC: AVA) Certified in Volunteer Administration (CVA) by the Council for Certification in Volunteer Administration
- (LC: CDVS) Certified Director of Volunteer Services by the Society for Healthcare Volunteer Leaders
- LC: CAVS) Certified Administrator of Volunteers Services by The Beryl Institute

**Compensation**

In recognition of certain U.S. state and municipal pay transparency laws, St. Jude is including a reasonable estimate of the compensation range for this role. This is an estimate offered in good faith and a specific salary offer takes into account factors that are considered in making compensation decisions including but not limited to skill sets, experience and training, licensure and certifications, and other business and organizational needs. It is not typical for an individual to be hired at or near the top of the salary range and compensation decisions are dependent on the facts and circumstances of each case. The minimum starting salary is \$70,720 per year for the role of Program Coordinator – Volunteer Services and Special Events.

Explore our exceptional [benefits!](#)

[APPLY HERE](#)

**Diversity, Equity and Inclusion**

St. Jude Children's Research Hospital has a diverse, global patient population and workforce, built on the principles of diversity, equity and inclusion. Our founder Danny Thomas envisioned a hospital that would treat children of the world—regardless of race, religion or a family's ability to pay. [Learn more about our history and commitment.](#)

Today, we continue the mission to advance cures and means of prevention for pediatric catastrophic diseases through research and treatment. As we accelerate this progress globally, we believe our legacy of diversity, equity and inclusion is foundational to success. With the commitment of leaders at all levels of the organization, we strive to ensure the St. Jude culture, leadership approaches and talent processes are equitable and culturally responsive. View our

[Diversity, Equity and Inclusion Report](#) to learn about the hospital's roots in diversity, equity and inclusion, where we are today and our aspirations for an even better future.

[St. Jude is an Equal Opportunity Employer](#)

### **No Search Firms**

St. Jude Children's Research Hospital does not accept unsolicited assistance from search firms for employment opportunities. Please do not call or email. All resumes submitted by search firms to any employee or other representative at St. Jude via email, the internet or in any form and/or method without a valid written search agreement in place and approved by HR will result in no fee being paid in the event the candidate is hired by St. Jude.