



## Director of Volunteer Services Ronald McDonald House Houston

### Job Posting 05/13/2022

**FLSA STATUS:** Exempt, Full Time Employee, 8:30 AM – 5:00 PM, Monday – Friday

**REPORTS TO:** Chief Executive Officer (CEO)

**OVERVIEW:** The primary responsibility of the Director of Volunteer Services is to organize and implement a complete volunteer service program incorporating volunteer participation and engagement as a core strategic function to accomplish the Ronald McDonald House Houston mission. This person serves as a representative of the House to the community and especially to our volunteers.

### RESPONSIBILITIES

#### Planning, Organization, and Development:

*Develop a strategy and infrastructure for mission-driven volunteer engagement*

- Develops and implements goals and objectives for the Individual volunteer program based on staff feedback that utilize volunteers
- Assess opportunities and need for volunteers to enhance program delivery and administrative services through shift volunteers, program specific volunteers, and special events volunteers
- Works cooperatively and maintains on-going communications with staff to design and support volunteer opportunities for Advancement, Family Support Services, JoyFULL Eats, and Operations
- Develops and monitors the Volunteer Services budget
- Maintains current knowledge of the benefits of volunteering as well as trends in volunteering
- Establishes and educates volunteers and staff members on volunteer policies throughout organization
- Ensures that the volunteer program is appropriately aligned with hospital partner guidelines through an on-going communication with hospital partner staff
- Attends board committee meetings as needed to maintain knowledge of human resource goals and determine applicable concepts for supporting volunteers
- Maintains volunteer manual

#### Volunteer Program Management:

- Provides consistent support to colleagues regarding volunteer management, problem solving, strategic planning, and volunteer program design
- Designs and oversees interview process
- Leads the interview and screening process of potential volunteers
- Oversees and participates in strategy development for the coverage of shift volunteers with qualified well-trained volunteers
- Oversees the development of the master schedule design for individual volunteers across the organization
- Oversees and participates in the development of job descriptions for interns for the whole organization and assists in the interviewing and placement of interns
- Collaborates with staff to develop and update volunteer job descriptions for all individual volunteer positions
- Supports RMHH in-house special events by recruiting volunteer help and serving as on-site volunteer manager



- Supports and participates in volunteer conflict resolution, coaching, or disciplinary action alongside volunteer program lead when necessary
- Provides onsite support to volunteers when needed

#### **Training and Development:**

- Conducts needs assessments and oversees the development of training, both initial and continued education, for all volunteer programming
- Leads virtual new volunteer orientation
- Collaborate with HR manager on employee training to understand what could be applied to volunteers

#### **Technology and Communication:**

*Evaluate and recommend technology that will support the volunteer program and lead implementation*

- Serves business owner of Volunteer Hub
- Exports Volunteer data into Raiser's Edge database when necessary
- Serves as subject matter expert for the Volunteer Hub database, provides training to volunteers and staff regarding utilization
- Creates learning aides for volunteers and staff regarding use of Volunteer Hub
- Oversees the development and maintenance of volunteer services administrative files
- Provides social media content as required to aid in volunteer recognition and community awareness of volunteer opportunities

#### **Extending Reach and Partnerships:**

*Develop a strategy to increase awareness in community and with corporate, school, church, and community partnerships*

- Oversees and participates in the on-going recruitment of individual volunteers, community partners, and corporate engagement
- Oversees the development of collateral materials for volunteer programs for print and website
- Oversees and participates in the progressive cultivation of relationships with community partners, educational institutions, and corporations
- Responsible for volunteer fairs, speaking engagements, and employee fairs, coordinates staff for representation or speaking and prepares appropriate collateral
- Ensures volunteers are educated on various ways to contribute and get involved with RMH Houston
- Ensures consistent point of contact for groups that volunteer at multiple locations such as the Junior League
- Participates in the TMC Volunteer Service Advisory Council

#### **Volunteer Mission and Culture:**

- Organizes and drives volunteer recognition of volunteer birthdays and life events, service awards, and volunteer appreciation strategies
- Provides content to monthly newsletter to recognize volunteers
- Cultivates and model's positive relationships with volunteers
- Maintains basic knowledge of current volunteer base and looks for opportunities to further engagement for individuals
- Obtains and assesses volunteer feedback through new volunteer satisfaction surveys, annual surveys and exit surveys, and develops and implements improvements

#### **Supervisory Responsibilities**

- Volunteer Manager
- Part Time Volunteer Specialist



## QUALIFICATIONS

- Bachelor's degree and a minimum of 5 years of progressive work experience
- Minimum 3 years of volunteer or community engagement experience
- Minimum of 3 years supervisory experience with the talent to empower others
- Understanding of recruitment process and talent in motivating others to join and participate
- Excellent business acumen: ability to work and maintain confidential matters; and demonstrated leadership abilities
- Capacity to be self-directed while working as a member of a larger team
- Excellent verbal and written communication skills, as well as strong presentation and public speaking skills
- Detail oriented with ability to prioritize and maintain time management skills
- Excellent customer service skills including ability to establish warm rapport, be empathetic, be a focused listener, and interact respectfully and professionally with everyone
- Inter-personal communication and conflict management skills
- Exhibits flexibility, diplomacy, creativity, poise, trustworthiness, hardworking, supportive and cheerful behaviors
- Advanced competency in a variety of computer applications, including Microsoft Office, and Volunteer Hub (CRM)
- Ability to work nights and weekends when needed

This job description reflects an assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. Other duties and tasks may be assigned to this job at management discretion.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job the employee is regularly required to walk, sit and stand; use hands to finger manipulation, handle, feel, reach with arms and hands, and talk or hear
- The employee may be required to lift to 20 pounds
- The vision requirements include close, distance, peripheral, and depth perception

## WHO WE ARE

Ronald McDonald House Houston (RMH Houston) offers a home away from home providing care, compassion and hope to families with seriously ill children being treated in Texas Medical Center member institutions. For more than three decades, we have been helping families with seriously ill children stay close together during difficult times. Today, that vision has grown to include the Holcombe House, a free-standing 70-bedroom home for longer-term stays; a house inside Texas Children's Hospital with 19 bedrooms; a house inside Children's Memorial Hermann Hospital with 14 bedrooms; ten family rooms inside Texas Children's Hospital; and a family room inside MD Anderson Children's Cancer Hospital.

## HOW TO APPLY

If you are interested in joining this team in service to our community, please email your resume and cover letter to Cristina Vetrano, [cvetrano@rmhhouston.org](mailto:cvetrano@rmhhouston.org) (713-795-3560).

In the subject line of your email, please include your name and the job title for this position ("Your name – Director of Volunteer Services").