



Keeping families close™

RMH Houston - Holcombe House  
JoyFULL Eats Internship – Outreach Coordinator

---

### **SCHEDULE**

This is an onsite position for Fall 2022. The specific hours will be based on student's availability and agency need.

### **AGENCY MISSION**

Ronald McDonald House Houston (RMHH) offers a *home away from home*, providing care, compassion, and hope to families with seriously ill children being treated in the Texas Medical Center.

### **PROGRAM OVERVIEW**

For RMHH families, consistently eating nutritious meals during their hospital stay can be a huge challenge. We estimate the average cost of a meal for a single adult in the Texas Medical Center is approximately \$12. For a week's worth of meals, that amount can quickly add up to \$250, which is important to note since the average length of stay for our families is 3-6 months. Additionally, the Texas Medical Center area has limited grocery store access and parents have limited space to store more economically priced food options.

For caretakers, the financial burden combined with the thought of leaving their child's bedside to grab a bite to eat can be terrifying. Many caregivers often end up buying snacks at a vending machine or skipping a meal entirely. Through JoyFULL Eats, RMHH's meals program, the organization helps alleviate hunger by mitigating the challenges caregivers face when trying to find quick, healthy food options while their child is receiving care.

### **INTERNSHIP PURPOSE**

Contribute to the growth of the JoyFULL Eats program at all four RMHH locations by providing outreach, donor engagement and administrative support

### **SUPERVISOR**

Food Operations Manager

### **LOCATION**

Ronald McDonald House Houston, Holcombe House, 1907 Holcombe Blvd, Houston, TX 77030

### **COMPENSATION**

This is an unpaid internship unless you have been awarded college work/study funding. If hired through a college work/study program, compensation is up to a maximum of 20 hours per week.

### **DUTIES AND RESPONSIBILITIES**

- Assist with identifying, soliciting, recruiting and developing new meal and in-kind donors



Keeping families close™

- Participate in community outreach to grow current and develop new community partners
- Assist with managing meal donor scheduling for 4 RMHH locations, confirm dates and information are correctly entered and tracked in VolunteerHub (volunteer management system)
- Update and maintain Outlook calendar for each program location
- Assist staff in ensuring that groups' needs are addressed prior to arrival, materials are organized and easily accessible
- Assist with donor recognition and tracking in Raiser's Edge (donor database)
- Provide warm, friendly and timely communication with staff, volunteers, donors and families
- At times develop interesting social media content, flyers in Canva
- Other duties as required and assigned/approved by Food Operations Manager or Operations Team.

## QUALIFICATIONS

- A team player who works well in a dynamic, ever-changing environment and capable of understanding new information at a rapid pace
- Someone who is outgoing, a good listener and detail oriented.
- Demonstrates good judgment, flexibility and dependability.
- Proficient knowledge of Microsoft Office products,
- Social media savviness and creativity a plus, experience designing in Canva or willingness to learn
- Ability to interact professionally with donors, staff, volunteers and the public in person, in writing and on the phone
- Ability to relate to families and children of various ages and cultural backgrounds
- Ability to communicate compassionately and interact gracefully with patients and families on a one-on-one basis or in a group setting
- Excellent customer service skills inclusive of external and internal customers

## REQUIREMENTS

- Currently enrolled in an undergraduate college program
- Must be fully vaccinated and able to provide proof of vaccination
- Agree to follow COVID-19 safety precautions
- Successful completion of background check

***The following skills are not required but would be very beneficial.***

- ✓ Spanish or other language
- ✓ Clean driving record in order to be added to RMHH insurance and to drive organization's vehicle

## PHYSICAL DEMANDS

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



Keeping families close™

- While performing the duties of this job the volunteer is regularly required to walk short distances, sit and stand, exhibit hand/finger dexterity, see, talk and hear.
- The volunteer may be required to lift up to 25 pounds.
- The vision requirements include close, distance, peripheral, and depth perception.

### EDUCATIONAL BENEFITS

- Experience in community outreach and donor engagement
- Exposure to development/fundraising principles and working with a donor database
- Experience working with volunteers and a volunteer management system
- Opportunity to meet with senior leadership to learn more about the organization site
- Visit hospital locations to understand the breadth of the organization's programs and services
- Experience in developing flyers and training materials that focus on creating a culture of hospitality and inclusion
- Gain a better understanding of hunger and its impact on families in healthcare crisis
- Learn food safety guidelines for settings with immune-compromised patients
- Letter of recommendation available upon successful completion of internship

### COVID-19 PROCEDURES

Due to serving an immune-compromised, high-risk population, RMHH makes every effort to prevent the exposure and spread of COVID-19. The following safety precautions are in place and continually reviewed to ensure measures are appropriate to current conditions.

- A limited number of volunteers may participate at any time
- Signs mandating proper hand hygiene posted throughout the House
- Facemasks are required while in common spaces of the House, other than short moments while eating or drinking.
- Tables and furniture are intentionally spaced out to provide room for social distance.
- Restrooms on the 1<sup>st</sup> floor are reserved for staff, volunteers, and interns only.
- Increased schedule of professional housekeeping is provided 7 days/week.
- Plexiglass barriers installed at our welcome desk, registration desk, food serving line, and throughout the kitchen.
- Essential vendors, volunteers, and interns complete wellness questionnaire when arriving to the House. No unapproved visitors permitted inside the building
- Proof of full vaccination is required for all roles.

### APPLICATION SUBMISSION

- Go to <https://rmhhouston.volunteerhub.com>
- Click **Create New Account** to submit application
- On the next screen, enter Join Code **RMHHINTERN** to open the internship application
- Upload resume as part of application\*

***For full consideration, applicants must submit both documents. After reviewing your completed application and résumé, our staff will contact you to discuss next steps. If selected for an interview, the interview will be virtual.***