



Keeping families close™

Ronald McDonald House Houston (RMHH)-Holcombe House Summer 2023 Training Coordinator Internship

ORGANIZATIONAL MISSION:

Ronald McDonald House 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.

INTERNSHIP PURPOSE:

This internship provides insight into recruiting, training, and retention process of volunteers for a nonprofit organization. The intern will support the Volunteer Services team to promote the mission and highlight the importance of volunteering in our community. The internship will focus on creating materials for onboarding, developing, promoting volunteerism through recruiting events and assisting with growing our social media presence. Internship will offer the opportunity to work with other department programs and hospital sites to obtain knowledge of recruiting and retaining volunteers in the nonprofit sector. The intern will be expected to interview volunteers, staff and board members and create a short video presentation by the end of their internship. Intern will receive coaching throughout the semester.

SUPERVISOR: Leslie Boyd, Director of Volunteer Services

SCHEDULE:

This internship position is an eight-week paid internship made possible through a grant from ExxonMobil Foundation. Internship will begin May 22 and end August 25, 2023. The time commitment required will be 35 hours per week. Hours will be determined individually with the selected intern and the Director of Volunteer Services based upon need and desire but to be scheduled within the work week Monday-Friday from 9 AM to 5PM. The following dates will be mandatory attendance: June 13th-Kick-off Event, the week of June 26th -Service Project and July 19th will be a Closing Ceremony.

DUTIES AND RESPONSIBILITIES:

The duties vary depending on the intern's skill set and interests. The selected intern will work closely with our Volunteer Managers on various projects throughout the semester:

- Create videos and Power Points for recruiting and onboarding.
- Assist with creating training materials for volunteers.
- Create recruitment flyers for colleges and universities.
- Assist with enhancing our online presence and web results for non-profit volunteering, university job boards and social media.
- Conduct interviews of volunteers, staff, board members to share mission and importance of volunteering.

QUALIFICATIONS AND REQUIREMENTS:

- Intern must be a currently enrolled undergraduate student who will return to college full-time (minimum of 12 credits per semester) as a sophomore, junior or senior in the fall of 2023.
- 18 years of age or older
- Covid vaccinated
- Successful completion of background check
- Excellent organizational skills
- Self-starter who takes initiative and can work independently
- Good listener and receptive to feedback, and coaching
- Collaborative team-player
- Adaptable and willing to work where needed
- Understand the urgency of prompt, personal follow-up
- Empathetic and compassionate. We serve families with varying cultural backgrounds and children of various ages who may be very ill
- Familiarity using computers and comfortable with technology in general; comfortable using Microsoft Word, PowerPoint, Canva, video, and social media
- Ability to maintain professional behavior when representing Ronald McDonald House Houston at formal events, meetings, and during phone calls

The following skills are not required but would be beneficial. Please indicate any experience you have with the following in your résumé or letter of interest and provide samples, where possible:

- Graphic Design (familiarity with Photoshop, Canva is a plus)
- Engagement (Interviewing skills, ability to setup meetings and interview one on one)
- Photography or video (capturing or editing)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by a volunteer 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 volunteer is regularly required to walk distances, sit, and stand, use hands to finger manipulation, handle, feel, reach with arms and hands, and talk or hear.
- The volunteer may be required to lift up to 25 pounds.
- The vision requirements include close, distance, peripheral, and depth perception.

APPLICATION SUBMISSION:

1. Complete online volunteer application, <https://rmhhouston.volunteerhub.com> choose option “applying for internship”
2. Please submit the following materials by email to volunteer@rmhhouston.org by Monday, May 8, 2023, and include “ExxonMobil CSJP application” in the subject line.
3. Letter of interest summarizing your previous experience, how it applies to this internship, and what you hope to gain to prepare you for the future.
4. 1-page résumé

After reviewing your completed application, our staff will contact you to discuss.