

Ronald McDonald House Houston Job Description

TITLE: Volunteer Services Manager
PROGRAM LOCATION: RMH Houston Holcombe House
REPORTS TO: Volunteer Services Director
FLSA STATUS: Non-Exempt, Part-Time, Flexible schedule, time/days to be confirmed. Additional hours are required outside of normal business hours or as set forth by the demands of the position up to and including weeknights and holidays.

OVERVIEW: The primary responsibility of the Volunteer Manager is to work as part of a team, as well as independently, to manage day to day operations, volunteer programs, and facilities within the multiple hospital building locations. The Volunteer Manager will serve as the primary contact for new volunteers and will guide them through onboarding, orientation, and training. The Volunteer Manager follows the core values, goals, and objectives and the mission of Ronald McDonald House Houston as set forth by the Board of Directors. The primary responsibility Manager is to screen, interview and place applicants for the Ronald McDonald House Houston volunteer program in an effort to acquire talented, mission-driven volunteers. Volunteers in this program partner with staff to carry out the day-to-day operations of our four Ronald McDonald House locations within the Texas Medical Center, curating our home away from home for families with seriously ill children.

NEW VOLUNTEER ONBOARDING:

- Schedules and conducts new volunteer orientations and matches new volunteers up with a veteran Volunteer Trainer.
- Conducts on-the-job training as needed and provides ongoing supervision and management for new and existing volunteers.
- Instills in volunteers the importance of confidentiality, safety, and security, as well as communicating their responsibility to adhere to RMHH, TCH, CMHH and MDA policies.
- Lead volunteers by example, always exhibiting warm and supportive family interactions while respecting appropriate boundaries.
- Train and supervise volunteers on first-day basics, such as greeting, registering, and touring new families and bedroom check in/check out.
- Train and supervise volunteers to ensure they maintain a clean, safe, and comforting environment for families throughout all RMH facilities.
- Ensure volunteers are aware of RMH volunteer expectations and communication process regarding absences and scheduling.
- Ensures volunteers are familiar with database and clock in/out process for accurate reporting of volunteer work hours.
- Help prepare for prospective volunteer interviews and assist with touring prospective volunteers through RMH spaces.
- Partner with location-specific security to submit volunteer badge forms and ensure badges are promptly created.

ONGOING VOLUNTEER MANAGEMENT:

- Promotes an atmosphere of support and appreciation to ensure volunteers feel satisfied and successful in their contribution of time.
- Assist with development of training materials and checklists for volunteers.
- Provides ongoing assessment of individual volunteer performance, compliance, and appropriate support of the program.
- Support Coordinator by assisting with volunteer scheduling and maintenance of Volunteer Hub database as needed.
- Assist with tracking volunteer annual required training, annual required flu shots, TB test renewals every other year, and any other program-wide requirements requested by TCH, CMHH,MDA and RMHH.
- Help to supervise volunteers and swiftly address any policy violations they exhibit by gently correcting and clarifying policies for the volunteer.
- Conducts Train-the-Trainer sessions for new Volunteer Trainers.

FACILITY MANAGEMENT:

- Ensures a clean, safe, and comforting environment for families.
- Knowledgeable of RMHH and hospital policies on fire safety, security, and maintenance.
- Responds appropriately to emergencies and incidents that may threaten the safety and security of the families and/or the facility.

QUALIFICATIONS:

Required:

- Bachelor's degree and a minimum of three years of work experience or the equivalent of five years' work experience.
- Previous experience supervising volunteers.
- Excellent interpersonal skills: patience, compassion, outgoing, tactful, flexible, assertive, honest, trustworthy, professional in manner and demonstrates supportive and cheerful behavior.
- Ability to function responsibly and independently as demonstrated by excellent decision-making skills, sound judgment and a high comfort level to exercise authority.
- Excellent presentation and public speaking and community relations skills.
- Excellent organizational skills, attention to details, and verbal and written communication skills.
- Proficient knowledge of Microsoft Office Suite.
- Able to provide necessary vaccine documentation to clear hospital badge requirements.
- Willingness to satisfy hospital employee health requirements by obtaining annual flu vaccines, TB test renewals every other year, and any other required vaccinations.

Preferred:

- Proficient in speaking Spanish, ability to write in Spanish is an additional plus
- Previous experience working with families during times of stress
- Proficiency in Volunteer Hub
- Proficiency in Blackbaud/Raiser's Edge NXT

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 long distances, sit and stand; use hands and finger manipulation, handle, feel, reach with arms and hands, and talk or hear.
- The employee may be required to lift up to 25 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 four decades, we have been helping families with seriously ill children stay close together during challenging 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 20 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: **Leslie Boyd, Lboyd@RMHHouston.org**
In the subject line of your email, please include your name and the job title for this position ("Your name – Volunteer Services Manager – Part Time").