



Ronald McDonald House Charities of Southwest Virginia
2224 Jefferson Street SE | Roanoke, VA 24014
ph: (540) 857-0770 | fax: (540) 857-9584

JOB DESCRIPTION

Job Title: Volunteer Manager

Reports To: Executive Director

Supervises: House Volunteers, Family Room Volunteers

Status: Full-Time, Exempt, Salary

Hours: Minimum 40 hours per week / 10 a.m. – 6 p.m. Monday thru Friday
(Some weekend and evening hours as requested. Some travel expected)

The Volunteer Manager is primarily responsible for overseeing all aspects of our volunteer program associated with the House program and Family Room program, as well as special event volunteers. Duties include recruiting, training, and managing volunteers. The Volunteer Manager will be seen as a key representative of RMHC-SWVA in the community.

DUTIES AND RESPONSIBILITIES

Primary

- Develop and maintain volunteer recruitment plan to increase volunteer base, identifying appropriate target groups, organizations, and sources for volunteer recruitment.
- Responsible for attending and representing RMHC at key volunteer cultivation events; networking and meeting with business leaders.
- Coordinate with Community Relations Coordinator to follow up and arrange for volunteer experiences with RMHC relationship prospects.
- Maintain volunteer recruitment reports; analyze and look for trends that could improve recruitment efforts.
- Design and distribute volunteer survey; write a summary of feedback to be shared quarterly with staff.
- Review volunteer applications, conduct interviews, and determine appropriate follow-up.
- Maintain files for RMHC volunteers including applications, confidentiality forms, training records, incident reports, background checks, and database input.
- Partner with staff to identify potential needs for volunteer opportunities; maintain list of current volunteer job descriptions.
- Train, schedule and supervise volunteers, making sure all volunteers are adhering to specific program policies and procedures; have plans in place with appropriate staff who are responsible for the supervision of volunteers during the day.
- Develop and enforce the process by which all volunteers sign-in and sign-out when shift/task is completed.
- Responsible for Meals from the Heart program – recruitment, scheduling, training, and overseeing volunteers. Daily check of meal items needed, grocery list and picking up needed items.
- Responsible for reminders, follow-ups and thank you notes for Meals from the Heart program, individual volunteers, and group volunteers.
- Accurately record and track volunteer hours for RMHC.
- Conduct tours as relates to volunteer recruitment and training.
- Working with marketing to make sure all volunteer documents are up to date.
- Create a Volunteer Manual and Training Guide which includes policy and procedures for effective day-to-day operations of the Family Room, Individual and Group expectations, and Meals from the Heart program guidelines.
- Oversee volunteer recognition program.
- Works with Special Event Coordinator to recruit volunteers for all special events.

Additional Responsibilities

- Assist Executive Director in developing an annual budget for Volunteer program.
- Assist with daily House operations:
 - Become proficient in operating and managing the House; working with families; handling family situations/issues with discretion, good judgment, and confidentiality.
 - Assist in answering phones and greeting visitors.
 - Learn all phases of House operations, maintenance, and housekeeping.
 - Process all donations and room/merchandise payments.
- Be familiar with and abide by hospital policies and procedures.
- Help to staff the Family Room when necessary.
- Maintain on-going contact with social workers, child life specialists, hospital resource center, hospital staff, etc. to ensure support for families and clarity of the Family Room policies and issues.
- Be a positive ambassador for RMHC-SWVA.
- Able to attend events, engagements, etc. outside of regular office work hours.
- Attend all staff meetings as requested.
- Assist development team as requested.
- Expected to have working knowledge of RMHC-SWVA policies and procedures.
- Work as a team member with all staff at RMHC, treating fellow staff members with respect and sensitivity to the requirements of the jobs.
- Other duties as assigned by Executive Director

KNOWLEDGE, SKILLS AND QUALIFICATIONS

- A bachelor's degree or equivalent experience including 1-2 years' experience supervising a diverse group of individuals.
- Experience utilizing basic Microsoft programs (Word, Excel, PowerPoint, Outlook), EXCEED program (or willing to learn) and technology capable.
- Must demonstrate good judgement, good decision-making ability, and dependability.
- Proven time management and organizational skills.
- Ability to work well not only as part of a small, dynamic team but also independently.
- Ability to maintain confidentiality.
- Willing to work a variety of hours to correspond with volunteer shifts and trainings, attend public appearances and special events/awareness programs after office hours, Saturdays, and Sundays.
- Punctual and reliable.

Minimum Physical Requirements

- Able to cope with periods of high stress.
- Clear cognitive and intellectual abilities to meet the demands of the position.
- Ability to move around facility or grounds to perform necessary job responsibilities and to supervise volunteers.
- Ability to load/unload, lift, or move heavy equipment without assistance (5 lbs. To 30 lbs.)

Disclaimer:

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this is intended to be an accurate reflection of the current position, management reserves the right to revise the position or to require that other or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments).