



RMHC
of Central Texas

Position: Volunteer Services Director

Reports To: Chief Operating Officer

Education: Bachelor's degree

Relevant Work Experience: 3-5 years prior experience

Schedule and Status: Full-Time exempt, flexible hours to allow for evenings and weekends as needed

Salary: Competitive and Negotiable

Overview:

The Volunteer Services Director is a full-time, salaried position and reports to the Chief Operating Officer. The Volunteer Services Director is responsible for Chapter-wide strategies encompassing the volunteer program, including comprehensive program recruitment practices, screening, orientation, training, record keeping and evaluation. The Volunteer Services Director engages hospital program staff and program volunteers in setting and pursuing best practices, driving continuous improvement, and developing and implementing innovative structures that will benefit all Ronald McDonald House Charities of Central Texas (RMHC) programs. The Volunteer Services Director coordinates volunteer efforts for the Ronald McDonald House, Ronald McDonald Family Room and Happy Wheels Cart programs and works with the Development and Communications Department to secure volunteers for special events. This position is responsible for direct supervision, oversight and direction of three staff. The Volunteer Services Director is knowledgeable of the mission, goals and objectives of RMHC. The Volunteer Services Director is accountable to the Chief Executive Officer for general stewardship of the Mission Statement.

Essential Functions:

1. Develop and maintain volunteer position descriptions, customizing as necessary.
2. Plan, organize, develop, and direct the overall operation of RMHC volunteer positions and opportunities.
3. Assess the organization's need for volunteers to support the House, Family Room and Happy Wheels Cart operations, determine roles and establish as appropriate in consultation with programs staff.
4. Supervise the Volunteer Relations Coordinator, Hospital Programs Coordinator - RMFR and Hospital Programs Coordinator – HWC & HH in accordance with RMHC CTX policies and procedures. Collaborate with them individually and collectively to fulfill the expectations of the volunteer and hospital programs.
5. Consciously create a workplace that is consistent with that of RMHC CTX and that emphasizes its identified mission, vision, guiding principles and values.
6. Identify staff development and training needs and provide solutions.
7. Conduct annual staff performance reviews that provide overall context and framework to encourage employee contributions and includes goal setting, feedback and performance development planning.
8. Lead development of annual volunteer survey to determine opportunities for growth and improvement.
9. Develop strong working relationships with community-based organizations. Obtain a working knowledge of their programs, offering consultative and resource support on volunteer management issues as appropriate and needed.
10. Actively engage existing corporate volunteer groups and proactively search for securing increased support from current corporate groups while expanding involvement from new corporate entities.

11. Guide team to provide a positive, mission-focused experience for our volunteers, showing appreciation and capitalizing on the use of their skills/talents, including the annual appreciation event.
12. Align with Development team to secure volunteers for third party events as needed.
13. Screen (interviews, required background checks, etc.) and match volunteers to organizational needs and opportunities.
14. Create and maintain/update volunteer program materials (policies and procedures, applications, volunteer agreements, orientation handbooks)
15. Manage the database(s) used for tracking volunteers, projects and service hours to ensure accurate statistics and reporting.
16. Create and/or maintain a streamlined group volunteer scheduling process.
17. Create and execute annual budgets pertaining to volunteer costs across all programs.
18. Lead the management of all volunteers at the RMHC signature events, including: Bandana Ball, Starlight Affair, Red Shoe Luncheon and Sporting Clays Classic. Involve other staff in these efforts as needed.
19. In consultation with the COO recruit, interview and select well-qualified hospital programs staff as needed.
20. Participate in regular Programs Team meetings, working together to find ways to standardize, improve and expand services.

Requirements:

1. Passion for the mission of Ronald McDonald House Charities of Central Texas.
2. Proficient working knowledge of *Microsoft Office* software.
3. At least 3-5 years of previous experience supervising volunteers and managing paid staff.
4. Excellent interpersonal skills: patience, compassion, outgoing, tactful, flexible and professional in manner.
5. Demonstrates warm, supportive and cheerful behavior.
6. Ability to function responsibly and autonomously.
7. Excellent presentation, public speaking and community relations skills.
8. Excellent organizational skills, attention to detail and verbal and written communication skills.
9. Proficient in working within social media outlets, such as Facebook and Twitter
10. Be dependable, flexible, and highly sensitive to and supportive of the mission of Ronald McDonald House Charities.

Position description is for informational purposes and is not an exhaustive list of all responsibilities. Additional duties that are consistent with the responsibility level of this position may be assigned.

Physical Requirements:

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

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 25 pounds at times.

Equal Opportunity Employment Statement: RMHC is committed to equal employment opportunity both in principal and in fact. All employment decisions including, without limitation, decisions regarding recruitment, selection, hiring, compensation, benefits, training, advancement, discipline, termination, layoff, return from layoff, and other terms, conditions and

privileges of employment, are based on individual qualifications, without regard to race, color, religion, national origin, sex, age, disability, sexual orientation, marital status or any other status not listed here protected by law.

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