



## Volunteer and Guest Services Coordinator Ronald McDonald House Charities of CT and Western MA

*The Ronald McDonald House Charities® of Connecticut and Western Massachusetts (RMHC CTMA) serves as a "home away from home" housing children and their families who are being treated at nearby hospitals and healthcare facilities.*

**Position Location:** Ronald McDonald House of Connecticut, New Haven, CT

**SUPERVISION:** The Volunteer and Guest Services Coordinator reports to the House Manager.

**STATUS:** This is an exempt/salaried position, with an expectation of a minimum 40 hours per week. It is an 'at will' employment position, which means that either RMHC CTMA or the employee may terminate employment at any time, with or without cause or without notice.

**BENEFITS:** Employee Benefits Package

### Purpose of Position:

Reporting to the House Manager, the Volunteer and Guest Services Coordinator recruits, screens, interviews and trains all volunteers. Responsible for all house activities involving groups. Provides additional House coverage when needed; assists and provides excellent customer service to guests staying at the Ronald McDonald House (RMH) of Connecticut.

### Duties and Responsibilities:

#### **Volunteer Management**

- Recruits, screens and runs background checks, interviews, and trains all volunteers.
- Tracks and inputs volunteer hours into Raiser's Edge.
- Maintains volunteer records including contact information and birthday list.
- Manages volunteer calendar, coordinates coverage and covers the volunteer office when necessary.
- Recruits volunteers for all house events, including annual galas, golf tournaments, and other House fundraising events.
- Responsible for ongoing volunteer appreciation and national Volunteer Appreciation Week celebration.
- Updates Volunteer Handbook as needed.
- Attends volunteer fairs to recruit new volunteers.
- Actively seeks new ways to grow volunteer base and utilize volunteer talents to their greatest potential.
- Manages Internship Program including but not limited to: recruitment, training and supervise all House interns.
- Teen Board Advisor: responsible for creating the agenda, attending monthly meetings, recording meeting minutes and overseeing all fundraising activities.



### **Meal Program/House Activities**

- Maintains meal program/House activities calendar.
- Screens, schedules and follows up with all volunteer groups.
- Conducts tours for all groups/individuals as needed.
- Ensures all in kind donation forms for groups are complete.
- Aids volunteer groups in any/all capacities.
- Posts list of meals/activities for guests weekly.
- Tracks and inputs in kind donations, meals and house activities into Raiser's Edge.

### **Family Services/Respite Program**

- Check new guest families into the House and assist families in the check-out process.
- Assist in maintaining family records and data entry in GRMHIS (guest family database) for both overnight and day use guests.
- Provide support for guest families (answering questions, fulfill requests, assist with orienting to the house, etc.).
- Share in the responsibility of enforcing House rules with guest families as needed.
- On call some weekends.
- Support House Manager with facility needs as assigned.

### **Additional Responsibilities:**

- In the absence of the House Manager, assists housekeeping staff and relief managers, monitors guest visitors, ensures House safety, cleanliness and family satisfaction.
- Other responsibilities as assigned.

### **Qualifications:**

- Bachelor's degree in Human Services or related field preferred, or 3 years equivalent work experience.
- Bilingual Spanish speaking professional.
- Interact, collaborate and work at a high level of efficiency within a team environment.
- Maintain a professional working relationship with staff, volunteers, families, and board members.
- Interact professionally/appropriately with RMHC donors, community members and stakeholders.
- Attend and represent RMHC in a professional/appropriate manner at sponsored events.
- Take responsibility for articulating work needs in a professional manner.
- Utilize effective problem-solving techniques with the appropriate outcome.
- Strong commitment to RMHC mission and values.
- High level of confidentiality.



- Excellent interpersonal communication skills with the ability to adapt and respond nimbly to evolving priorities, work independently, and as part of a creative team to achieve organizational goals.
- Outstanding verbal and written communication skills with the ability to adapt the writing style for all manner of communications including email, formal letters, informal notes and organizational presentations.
- Proficient ethical leadership abilities and outstanding people skills.
- Ability to work with a diverse population.
- Proficient in Microsoft Office – Word, Excel, PowerPoint, Publisher, Microsoft Outlook; as well as experience with constituent database system.

#### **Work Environment/Physical Demands (if any):**

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

Working conditions include, but not limited to the following:

- Standing for community functions
- Sitting, viewing computer monitors, and utilizing a keyboard
- Some light lifting may be required
- Ability and means to travel on a flexible schedule as needed, proof of liability and property damage insurance on vehicle used is required.

**Occasional nights and weekends required.**

*Cover letter and resume may be sent to:*

Melissa Funaro, House Manager

[mfunaro@rmhc-ctma.org](mailto:mfunaro@rmhc-ctma.org)