



# JOB POSTING

<b>Title:</b>	<b>Volunteer Services &amp; Family Program Manager</b>
<b>FLSA Classification:</b>	Exempt
<b>Pay Range:</b>	\$73,000-\$80,000

## Overview

### Who We Are

The Ronald McDonald House Charities of Western Washington & Alaska supports seriously ill children and their families by providing housing, meals, and other essential support services at our facilities in Seattle, WA and Anchorage, AK. Each night we house 139 families, offering the comforts of home near the medical care their children need. Enabling families to stay close to their hospitalized child supports the health and well-being of the child and saves families millions of dollars in hotel and food costs each year. At the House, each of these families finds comfort, support, and hope as they navigate their child's medical crisis. RMHC of Western Washington & Alaska is an independent not-for-profit 501(c)(3) organization.

### Who you are

You are a leader who is passionate, enthusiastic, and positive. You love to do meaningful work in a team setting. You inspire, motivate, collaborate, connect, organize, and create community. You are experienced in leading teams and managing programs. You are incredibly resourceful, organized, intuitive and are skilled at creating rapport and connection with a variety of individuals.

You have tremendous respect for volunteers. You understand the unique meaning of volunteerism and find great joy in creating opportunities for individuals and groups to engage in service. You are excited about the opportunity to understand the organization's needs, communicate with the broader community about our needs, and align individuals and groups with opportunities in order to support our guest families along their continuum of care, offering essential service and support and creating times of connection and joy.

### JOB SUMMARY

The Volunteer Services & Family Program Manager is responsible for organization-wide strategies encompassing the volunteer program, including comprehensive program recruitment practices, screening, orientation, training, record keeping, and evaluation. The Volunteer Services & Family Program Manager partners with the Development Team to steward and engage our volunteers along the continuum of philanthropy. This position is responsible for direct supervision, oversight, and direction of three staff members and key volunteer leads. The Volunteer Services & Family Program Manager is knowledgeable of the mission, vision, and values of RMHC. This position reports to the Director of Operations.

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **Program Management**

1. Plan, organize, develop, and direct the overall operation of individual and group volunteer positions and opportunities.
2. Manage and evaluate ongoing volunteer-driven programs including the Family Meal Program, Pantry Program, Van Program, Therapy Dogs, Activity Nights, Movie Nights, Master Gardeners, and additional special family events/programming.
3. Manage shift volunteers present throughout campus including our front desk volunteers, Family Resource Center volunteers, pantry and task volunteers, and volunteers who support House programming.
4. Assess the organization's need for volunteers to support the House functions and to support families along their continuum of care, offering essential support and services and opportunities for comfort and joy. Determine and establish as appropriate in consultation with the Operations Department.
5. Screen (interviews, required background checks, etc.) and match volunteers to organizational needs and opportunities.
6. Develop and maintain volunteer position descriptions, customizing as necessary.
7. Create and maintain/update volunteer program materials (policies and procedures, applications, volunteer agreements, code of conduct, liability release, orientation handbooks).
8. Manage the database(s) used for tracking volunteers, projects, and service hours to ensure accurate statistics and reporting and to ensure continuous cultivation of our volunteers within our culture of philanthropy.
9. Create and/or maintain a streamlined group volunteer scheduling process.
10. Create and execute annual budgets pertaining to volunteer costs across all programs, maintaining financial record keeping and providing monthly, quarterly, and yearly reporting.
11. Lead development of annual volunteer survey to determine opportunities for growth and improvement.
12. Partner with the Development Department by securing volunteers for external events.

### **Team Leadership**

1. Lead with the values of collaboration, teamwork, gratitude, inclusion, integrity, and joy.
2. Consciously create a workplace that is consistent with that of RMHC and that emphasizes its identified mission, vision, and values.
3. Supervise a team of 3 staff members, including direct supervision of the Meals and Activities Coordinator, as well as key volunteer leads. Hire, train, support and supervise the Volunteer Department Team, and complete yearly performance evaluations.
4. Lead and participate in regular Programs Team meetings, working together to find ways to standardize, improve and expand services.

### **Organizational Leadership**

1. Engage with the Senior Leadership Team in organization strategy and work plans.
2. Guide the organization 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.
3. Collaborate with the Operations Departments and team members to ensure efficient and excellent service for our guest families and to strive to continually improve guest services and support.
4. Serve as a member of the Operations Leadership team.

5. Partner with the Development Team in the stewardship of our volunteers, ensuring volunteers and corporate volunteer groups are cultivated along the continuum of philanthropy and acknowledgements are completed. Partner with the Development Associate to keep an updated record of volunteer engagement and stewardship activities. Participate in bi-weekly moves management meetings and work with the Director of Development to identify prospective major donors.
6. 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.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### **ESSENTIAL SKILLS AND ATTRIBUTES**

- Passion for the mission of RMHC.
- At least 2-3 years of previous experience supervising volunteers and managing paid staff.
- Bachelor's degree in a related field or equivalent experience.
- Excellent interpersonal skills: patience, compassion, outgoing, tactful, flexible, and professional in manner.
- Demonstrated problem-solving, decision-making skills, and conflict resolution skills, with the ability to work in a flexible, team-oriented environment.
- Ability to function responsibly and autonomously.
- Excellent presentation, public speaking, and community relations skills.
- Excellent organizational skills, attention to detail and verbal and written communication skills.
- Proficient working knowledge of Microsoft Office software.
- Experience in budget planning, management, and organization.
- Must maintain discretion with regard to confidentiality and privacy.
- Proven relationship-building skills among staff, volunteers, and community.
- Be dependable, flexible, and highly sensitive to and supportive of the mission of RMHC.
- RMHC requires all employees to be fully vaccinated against COVID-19.

### **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 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.

### **HERE'S WHY YOU'LL LOVE WORKING AT RMHC:**

**Amazing People** – We are a collective of dedicated nonprofit professionals, direct service family advocates, social workers, and bilingual housing and facilities teams that make the RMHC House a home away from home.

**Caring Environment** – Our House is a community where our nurturing staff support and provide services for families who are experiencing unique pediatric medical episodes in their lives; our House sparks joy and celebration to help lighten the heaviness of enduring medical treatments.

**Great Location** – Our House is nestled in the beautiful Laurelhurst neighborhood of Seattle, WA along the Burke Gilman trail and a short walking distance from Seattle Children’s Hospital.

**Robust Benefits** –RMHC offers generous paid time off that includes 10 paid holidays, 12 sick days, 2 personal days and vacation per our schedule and DOE, 100% employer-paid medical/vision and dental plans, life insurance, and 401(k) retirement savings with an employer match.

**Strong History** –A Home Away from Home: RMHC of Western Washington and Alaska was established in 1983 with its first House opening in Seattle and serving 22 families. Today we have three facilities in Seattle, including 10 Bone Marrow Transplant Apartments with a total of 105 rooms. Our Anchorage House in Alaska has 34 rooms and is nestled on the 6th floor of the Alaska Native Medical Center’s patient housing. Patients include expectant mothers with high-risk pregnancies as well as pediatric patients and their families.

## **HOW TO APPLY**

To respect the time of our applicants and reduce barriers, we do not require a cover letter. However, we would appreciate a paragraph sharing your understanding of the position and why you are interested in it. We will accept resumes until the position is filled. **Priority will be given to candidates who submit resumes by December 20, 2023.**

Please submit your materials to [hr@rmhcseattle.org](mailto:hr@rmhcseattle.org) with Volunteer Services & Family Program Manager in the subject of the email.

*Ronald McDonald House Charities of Western Washington & Alaska is an equal opportunity employer. We value a diverse workforce and strongly encourage applicants of all backgrounds to apply, regardless of race, color, religion, national origin, sex, age, marital status, sexual orientation, gender identity/expression or disability.*