

## **Ronald McDonald House Position Description**

**Title:** Volunteer Associate

**Reports To:** Volunteer Director

**Purpose:** The Volunteer Associate position supports the work of the Volunteer Director to ensure the Organization has ample qualified and trained Volunteers to support the mission of the Ronald McDonald House. The Volunteer Associate works under the direction of the Volunteer Director to identify, recruit, train and onboard new Volunteers, including preparing and managing training materials and other communication vehicles.

### **Responsibilities:**

- Shares information about the RMH Volunteer Program with outside agencies and potential volunteers.
- Attends Volunteer recruitment events in Rochester and surrounding communities
- Accepts, processes and maintains Ronald McDonald House Volunteer applications
- Processes background checks and reviews any discrepancies with Volunteer Director
- Responsible for RMH volunteer training programs, including in-service and continuing education opportunities for volunteers.
- Works with the Volunteer Director to define, revise and expand opportunities for volunteer involvement in the House.
- Assist with volunteer communication vehicles (i.e. newsletter, web page, etc.)
- Assist with evaluation tools
- Provides data to the Volunteer Director regarding the volunteer program.
- Promote an environment of appreciation for volunteers
- Assists with the Annual Volunteer Appreciation Event, Fall Social and other activities and events to celebrate and acknowledge the work of RMH Volunteer
- Provides support and guidance to volunteer chairs working on House events and fundraisers, including attending meetings when volunteer agenda items are discussed.
- Attends Volunteer Committee meetings.
- Participates in Community Fundraisers as required.
- Maintain House activity calendar, including scheduling of volunteers for housewarming, tours, House dinners and other volunteer activities and assignments.

#### Community Outreach:

- Serve as a representative of the Ronald McDonald House.
- Maintains relationships with local service groups and organizations.
- Maintain postings on outside organization volunteer websites

#### Other:

- Works on special projects, as needed.
- Maintains confidentiality and acts with a high degree of professionalism
- Assists with the preparation of the annual report and RMHC RADAR report.
- Other duties as assigned.
- Ronald McDonald House does reserve the right to modify the job duties of its employees from time to time.

#### **Qualifications:**

- High School Diploma Required; College degree preferred
- Experience with a non-profit organization desired
- Proven capacity for teamwork in working with co-workers, committees and boards.
- Outstanding organizational skills.
- Possesses a warm, caring and empathetic attitude toward guests and volunteers and other RMH stakeholders.
- Willingness to seek input, reach consensus and put the needs of the organization first when making decisions for the volunteer program.
- Strong critical thinking skills and ability to make sound decisions on behalf of the organization.
- Strong computer skills including microsoft word, excel, powerpoint and other software necessary to effectively perform duties
- Ability to communicate effectively, both verbally and in writing.
- Ability and willingness to work with people of diverse backgrounds and cultures.
- Proficiency in current office practices & procedures. Sound language usage skills including spelling, grammar, and punctuation.
- Mastery of Microsoft Office products, publication software and other software productivity tools.
- Dependable, flexible and committed to fostering a positive internal and external organizational environment
- Maintains professional/productive office setting including neatness and efficiency,
- Maximizes technology for efficient completion of tasks and responsibilities.