



# Ronald McDonald House Charities of Greater Charlotte

## Job Description

<b>Job Title:</b>	Group Volunteer Manager		
<b>Reports To:</b>	Director of Volunteer Services and Family Programs		
<b>Job Status:</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Contractor	<input type="checkbox"/> Part-time <input type="checkbox"/> Intern	Hours: 40/ week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt Schedule: Mon- Fri 9am-5pm

### Job Purpose:

Ronald McDonald House Charities of Greater Charlotte is a premiere North Carolina nonprofit established to keep families together and promote the health and well-being of children. RMHC of Greater Charlotte is committed to the core values of being hospitable, encouraging, accountable, responsive, and thankful to those we serve, those we work with, and those we inspire. Each member of our team demonstrates these HEART values and is focused on our mission and the families we serve.

### Job Summary:

As an integral team member, the Group Volunteer Manager is responsible for the recruitment, engagement, record keeping, retention and recognition of all group volunteers providing service for the Ronald McDonald House Charities of Greater Charlotte. Responsibilities include working with the Advancement, Operations and Volunteer departments to manage the engagement and orientation of all meal teams, cookie crews, cleaning and activity partners and teams in a manner befitting the RMHC of GC Value Statement.

### Essential Functions:

#### Leadership

- Demonstrate impactful leadership by engaging and supporting all volunteers, including individuals and groups, and staff across all departments to serve more families better.
- Lead a high performing Teen Volunteer Board by fostering recruitment, engagement and fundraising strategies for teen members representing organizational culture in alignment with RMHC of GC values.
- Co-lead the Family Services and Volunteer Services Advisory Board to assist in the development and evaluation of family programming and activities.

#### Program Responsibilities

- Coordinate, supervise and account for daily activities of volunteer groups in the House.
- Respond to all group and special activity volunteer inquiries in a timely manner to effectively schedule all group and special activity volunteer opportunities and fill vacancies.
- Manage all communications and training for group and special activity volunteers, including meal teams, cookie crews, activity partners, cleaning teams, and special event/activity volunteers, including onsite and offsite opportunities.

- Monitor and manage online group volunteer calendars.
- Implement back-up plans for group volunteer cancellations.
- Maintain group and special activity volunteer records and database files and records.
- Appropriately acknowledge and thank group volunteers.
- Conduct pre and post group volunteer experience interviews and surveys to ensure a positive outcome and continued relationship with volunteers.
- Working with the House Engagement Coordinator, ensure that all group volunteers are greeted and oriented properly following all safety, cleanliness, and health guidelines. Ensure that group volunteers follow cleaning and safety guidelines and complete tasks appropriately.
- Provide House tours to group volunteers as requested or needed.
- Assist the Director of Volunteer Services and Family Programs in the recruitment of volunteers for all programming by leading volunteer interest meetings and assisting in offsite volunteer recruitment events.
- Cultivate, strengthen, and develop group volunteer opportunities into fundraising opportunities and partnerships.
- Working with the Advancement department, assist in the logistics of coordinating and managing volunteer groups as needed with special events and corporate takeover days.
- Recruit group volunteers as needed to ensure the House is decorated appropriately for end-of-year holiday season and other onsite events as needed.
- Assist the Director of Volunteer Services and Family Programs in the planning of volunteer recognition and appreciation activities as needed.
- Responsible for newsletter communications to group volunteers.
- Utilize best practices for safety and comfort with all Teen Volunteer Board activities and provide leadership to best serve the mission of RMHC of GC and our families.
- Collaborate with other RMHC of GC departments as needed to fulfill our mission.
- Seek opportunities for professional growth and development.
- Supervise House Operations Volunteers in maintaining the organization and stocking of supplies in Storage Room 4.
- Work with the House Operations department to evaluate and implement new volunteer opportunities to complement family services offered.
- Undertake other duties as needed, including support of other in-House volunteers, to ensure the proper functioning of the team and organization.

#### Professional Qualifications:

- Bachelor's degree or equivalent combination of education and experience required.
- 3-5 years of experience working with volunteers/non-profit sector.
- Proficient computer skills including the use of Office 365.
- Valid state issued driver's license.
- Experience with volunteer database software desired.

#### Knowledge and Skills:

- Demonstrated capacity for creating and maintaining strong, positive relationships and for cultivating a caring and equitable environment for our staff, volunteers and most importantly, our guest families.
- Excellent written and oral communication skills.
- Organizational, planning, and multi-taking skills.
- Strong interpersonal skills and ability to interact effectively and appropriately with donors, volunteers, staff members, Board members, guest families, and the community.
- Ability to work independently and collaboratively to find and implement solutions.
- Strong problem solving, analytical and critical thinking skills. Excellent organization, communication, and planning skills with a keen attention to detail and an aptitude for excellent customer service.
- Must be able to prioritize work, be proactive, take initiative, resolve problems, follow through and simultaneously manage multiple priorities to ensure goals are met in a timely manner.
- Interact diplomatically with persons from diverse backgrounds.
- Excellent public speaking and presentation skills.
- Must be able to motivate and collaborate well with others.

#### Leadership/Management Responsibility:

##### Direct Management

- None

#### Physical Demands:

The employee may occasionally lift or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Basic life operational skills of walking, grasping, talking, hearing, standing and repetitive motions.

Employee:

Date:

Director:

Date:

**NOTE:** 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, the Board of Directors reserves the right to revise the position as needed.