

JOB TITLE: Volunteer Coordinator
REPORTS TO: Program Director
HOURS: Flexible, based on programming
POSITION STATUS: Exempt

BACKGROUND

Ronald McDonald House of San Francisco provides a safe haven for critically ill children and their families, who are receiving specialized treatment at local hospitals. We operate two houses, one inside UCSF Benioff Children's Hospital in Mission Bay and our original House at 1640 Scott Street. Volunteer resources are a vital component of the House's operation, outreach programs, and fund development activities. The Volunteer Coordinator is responsible for developing, implementing and maintaining a sufficient cadre of volunteers to serve the identified organizational volunteer needs. The Volunteer Coordinator reports to the Program Director and works closely with the Family Services team as well as the fund development team.

JOB SUMMARY

The Volunteer Coordinator is responsible for recruiting, training, retaining and recognizing RMH volunteers. The Volunteer Coordinator supports all RMH programs operating inside UCSF Benioff Children's Hospital through comprehensive volunteer management, as well as strong collaboration with Hospital staff. The coordinator facilitates our Child's Bedside Program and regular dinners served by volunteers at the House, as well as family support dinners, provided in collaboration with Hospital staff and volunteers. The volunteer coordinator promotes an environment consistent with the mission of the House, focusing on hospitality, quality service, professionalism and gratitude.

The volunteer coordinator works with the staff team to assure that RMH needs for volunteer services are identified and developed. The volunteer coordinator works closely with the Program Director and development staff to maintain a quality program committed to meeting the needs of the organization and committed to continuous improvement.

PROGRAM DUTIES AND RESPONSIBILITIES

- Manage volunteer recruitment, training, scheduling and retention of volunteer resources including: House volunteers, Specialized Program volunteers, various Special Event volunteers, Corporate Groups and outreach programs
- Implement guidelines regarding all aspects of volunteer programs, including infection control, security, process improvement, maintaining healthy boundaries and relationships with House families.
- Provide meaningful orientation and training for volunteers
- Oversee processes for new volunteers, including intake, onboarding, health and criminal background clearance and other requirements, and ensure an efficient application process
- Manage documentation regarding volunteer performance and other risk management issues resulting in disciplinary action or assignment dismissal.

- Assist Family Service staff in directing the work of evening and weekend volunteers while assuring that services and programs are provided in a manner consistent with current policy and procedures.
- Assist with strategic partnerships in volunteer cultivation and donor recognition.
- Represent the organization in public forums and presentations to the community as needed to increase corporate volunteer outreach services
- Manage the facilitation of monthly “Introduction to Volunteering” community sessions
- Facilitate the coordination of regularly scheduled training and educational workshops for volunteers
- Oversee volunteer hour tracking documentation and data collection for audit purposes
- Manage communications between House and Volunteers through weekly communications
- Manage the dual-vetting volunteer process through the Hospital for our Child’s Bedside program
- Establish, maintain and leverage appropriate technology tools to manage volunteer services functions.
- Assist with Volunteer staffing of RMH special events including the Gala, Golf Tournament, and Donor Receptions
- Strategize outreach efforts to significantly scale up volunteer leverage enabling RMH to fulfill its mission
- Develop relationships with key partners to facilitate the development and advancement of effective Volunteer Services administration
- Other duties as assigned

COMMUNITY OUTREACH

- Serve as a spokesperson for RMH for our organization and mission.
- Maintain positive relationships with local service groups, organizations and partner Hospitals to promote volunteer service.
- Conduct House tours & schedule volunteer-led tours for community groups.
- Pursue and manage internship programs through area colleges.

OTHER

- As directed, attend seminars and training sessions focused on volunteers.
- Organize special projects, as requested.
- Support House fundraising events with volunteer recruitment.
- Assist the Board and committees as requested by the Program Director.
- Assist in the preparation of the House communication pieces.
- Pursue contacts with volunteer networks.
- Seek out and participate in professional development opportunities.

QUALIFICATIONS AND PREREQUISITES

EDUCATION:

- Bachelor’s degree or equivalent experience
- Bi-lingual Spanish strongly desired

PRIOR WORK EXPERIENCE:

- Proven Customer Service skills
- Conflict resolution skills
- Experience interacting with people from diverse cultural and socio-economic populations
- Proficiency in organization and prioritization of tasks
- Minimum of two-years prior experience managing volunteers effectively in a professional setting

TECHNICAL KNOWLEDGE REQUIRED:

- Computer literate in MS Office suite of products

OTHER:

- Demonstrated leadership, exemplary customer service, and strong interpersonal skills
- Excellent organization skills and pro-active problem solver
- Strong attention to detail
- Self-motivated and ability to work independently
- Well-developed oral and written communication skills with competency in delivering public presentations
- Maintains confidentiality of House families, volunteers and related reports and documentation
- Ability to work in a hospital environment with children being treated with life-threatening illnesses and their families
- Understanding of the nonprofit community
- Valid CA driver's license
- Must be able to lift 45 pounds
- TB test required prior to hire date and annually thereafter

Compensation and Application Information

- The compensation for this position is commensurate with experience and expertise. RMHSF offers competitive health benefits, a 403(b) retirement plan and a generous time-off policy.

To apply: please submit a resume, references and a cover letter, stating how your skills meet the qualifications of the position.

- Forward these materials to: careers@ronaldhouse-sf.org. Please include the job title for this position in the subject line of your email.
- Please do not contact Ronald McDonald House of San Francisco or any of its staff directly. Job description is for informational purposes only. Additional duties that are consistent with the responsibility level may be assigned.