



**Ronald McDonald
House Charities®**
Kentuckiana

www.RMHCK.org · 502-581-1416
550 S. First Street · Louisville, KY 40202

VOLUNTEER COORDINATOR

Reports To:	Director of Programs and Volunteers
Schedule:	Full Time. Work Schedule, 8A-4:30P (<i>Monday – Friday. Some evenings and weekends</i>).
Pay Range:	\$21.33 - \$25 per hour based on experience.
Status:	Hourly
Benefits:	Comprehensive benefit package. Professional development and training.

INTRODUCTION

Ronald McDonald House Charities ® of Kentuckiana (RMHCK) is built on the simple idea that nothing else should matter when a family is focused on the health of their child – not where they can afford to stay, get their next meal, do their laundry, or lay their head at night to rest. RMHCK is more than a house. It's a home and support system allowing families to stay together and focus on the healing of their sick children at a critical time. All programs and services are free of charge to families.

MISSION & VISION

Ronald McDonald House Charities of Kentuckiana provides essential services that remove barriers, strengthen families, and promote healing when children need healthcare. RMHCK envisions a world where every family has what they need to ensure the best health outcomes for their children.

CORE VALUES

- We lead with compassion.
- We are deeply respectful.
- We act with integrity.
- We are firmly committed.

OUR EQUITY, DIVERSITY, AND INCLUSION COMMITMENT

You belong here. We create a community where everyone is welcome, valued, and respected. Inclusiveness is a reflex for us, not an initiative. We know that our differences unite us. We embrace and celebrate the unique perspectives, backgrounds, and ideas that each person brings to our mission so that, together, we can best care for all families we serve.

Keeping Families Close

KEY COMPETENCIES

Values & Trust – Keeps the mission and priorities of RMHCK first and foremost when making decisions that impact our service to families. Acts with honesty and integrity in all matters. Treats others fairly. Represents RMHCK well in all deeds and actions.

Compassion – Acts in a caring and inclusive way towards all guests, volunteers and coworkers, regardless of relationships to them and without regard to any individual differences.

Adaptability – Is open to and embraces change and new ideas. Demonstrates flexibility in doing things differently. Is able to adapt quickly without reservation. Is supportive and consistently reliable to execute changes in methodology or process.

Learning on the Fly – Learns quickly when facing new projects. Is eager, curious and asks questions. Takes notice of the environment and how it can be improved. Is willing to try new things.

Problem Solving – Can find effective solutions to problems; demonstrates ownership, is proactive and resourceful. A creative thinker who can carefully analyze a situation and has the determination to resolve issues effectively.

Professional Development – Is personally committed to and actively works to continuously improve themselves by learning from assignments on-the-job, peers and other social networks, and professional/personal training and coursework.

RESPONSIBILITIES

The role of the Volunteer Coordinator is critical to ensuring that all programs and events have adequate volunteer support to be successful with a focus on great customer service as a top priority. The Volunteer Coordinator identifies gaps, researches best practices, plans and implements strategies to improve the overall volunteer experience at RMHCK, The ability to build and maintain positive, long-term relationships with all volunteers is critical.

Other duties include but are not limited to:

- Recruit, assess skills and interests of new volunteers to match and meet the ongoing needs of the organization.
- Onboard volunteers through a standard orientation and shadowing program.
- Act as a liaison between staff and volunteers to ensure that their mutual experience is positive.
- Recruit and deploy volunteers for major events and special projects.
- Build a positive image and rapport with volunteers and community partners.
- Acknowledge and appreciate volunteers in all words and deeds.
- Be available onsite with regular consistency to communicate frequently and effectively with volunteers.
- Evaluate, strategize, and implement volunteer process improvements.

Volunteer Coordination

- Respond to daily inquiries about volunteer opportunities.
- Coordinate and manage volunteer schedules. In collaboration with Family Services team, identify operational needs and fill volunteer shifts to meet these needs.
- Match volunteer abilities to available opportunities.
- Collaborate with Family Services, Family Support Services, and Facilities staff to identify the volunteer staffing needs to support House activities.
- Recruit volunteers to support Development staff for Special Events.
- Actively engage in daily house operations by working alongside volunteers in tasks to acquire an understanding of tasks being completed. In absence of volunteers, assist family services in necessary tasks to meet daily occupancy needs.

Volunteer Relations:

- Show daily appreciation for volunteers through thank you notes, events, birthday recognition, and anniversary celebrations.
- Provide tour to Love Served Daily volunteer groups and educate them about additional volunteer opportunities.
- In collaboration with Director of Programs and Volunteers, plan and facilitate the annual volunteer appreciation activities and events.
- Attend and participate in professional volunteer webinars and association meetings

Volunteer Development

- Recruit, orient and coach volunteers.
- Address volunteer performance issues.
- In collaboration with Director of Programs and Volunteers, seek to provide personal and professional development opportunities.
- Develop and maintain orientation materials.

Administrative Tasks

- Use volunteer management database (Volgistics) to maintain accurate shift schedules and volunteer records.
- Create and distribute monthly volunteer newsletter.
- Track monthly statistics and prepare reports.
- Provide secondary staff support to the Volunteer Committee.

SKILLS AND QUALIFICATIONS

- Two years of volunteer program management experience.
- A collaborative work style and strong interpersonal skills.
- Excellent written communications skills.
- Solid organizational skills with consistent and reliable follow up.
- Detail-oriented with an ability to prioritize tasks and meet deadlines.
- Ability to work accurately, despite interruptions.
- The ability to utilize technology to facilitate greater results for the organization including Microsoft business applications (Outlook, Excel, Power Point, shared calendars, Word) and database management.
- Self-starter and self-directed. Ability to work independently; manage several projects at a time with high degree of accuracy and attention to detail and the big picture; meet deadlines; operate comfortably in a fast-paced environment; turn strategy and concept into detailed work plan with goals and objectives.
- Strong analytical and problem-solving skills. Proactive and strategic thinker. Identify problems, define central issues, evaluate options, and propose and implement solutions.
- Strong communication, interpersonal, and relationship-building skills to effectively work with a variety of people in one-on-one, small group and large group settings.
- Team player that eagerly collaborates and works well with other staff, board members, volunteers, donors, and RMHCK families.

APPLICATION PROCESS

Please submit your resume and cover letter to jana@rmhck.org with the subject line 'Volunteer Coordinator'.

After reviewing resumes, selected candidates will be called for an initial screening. Successful candidates will then progress to an in-person interview, where you'll have the opportunity to discuss your experience and ideas in more detail. A second round of interviews may be conducted to ensure the best fit for both the candidate and our organization.

We are looking forward to seeing how you could contribute to supporting families staying at Ronald McDonald House Charities of Kentuckiana!

EMPLOYMENT BENEFITS AND CAREER OPPORTUNITIES

- Comprehensive benefit package covering -
 - Health, dental, and vision insurance at 100%
 - Long-term disability and life insurance at 100%
 - Paid Time Off accumulated bi-weekly
 - Paid Holidays
 - IRA matching up to 3%
- Professional development and training.