

We are seeking an All Star to help support services to children and families at our two Portland locations.

Ronald McDonald Charities of Oregon and Southwest Washington (RMHC Oregon) is looking for a dedicated Volunteer Manager that will help manage our volunteer programs across our two Portland based houses, three in-hospital programs, and our annual fundraising events. The Volunteer Manager is responsible for managing all aspects of individual volunteer recruitment, screening, placement, onboarding, and retention.

At RMHC we rely on thousands of volunteers to serve families with seriously ill children who are staying with us. As part of our Program and Community Engagement team, the Volunteer Manager will be on the front lines of ensuring that these families can always count on us for the care and support they need during a difficult time.

This is a regular, benefited, full-time, exempt position working Monday through Friday. Weekends and evenings will be occasionally required. This position reports to the Director, Programs and Community Engagement and will work both our East House at 2620 N. Commercial Avenue and our South Waterfront House at 3140 SW Bond Ave.

About You:

- You want to inspire your community to give back through creative, fun, and impactful volunteer projects and activities.
- You are a people person that is friendly and compassionate with a knack for helping everyone to feel welcome. You are happy to lend a listening ear while ensuring that our home-like environment is safe, calm and comfortable for all.
- You are organized, efficient, and an independent problem solver. You think on your feet and have the ability to adapt to a changing environment.
- You love being a part of and contributing to a high performing team
- You are reliable and always do what you say you are going to do!
- You have the ability to see the bigger picture and work with a team, or by yourself, to meet your goals.
- You are looking to work with our amazing Oregon team and for an organization that was voted on of Oregon's Top 100 nonprofits to work for in Oregon

About Us:

- Ronald McDonald House Charities of Oregon and SW Washington provides a "home away from home" for families with seriously ill children, and supports initiatives to improve pediatric health.
- Our independent statewide chapter is 35 years old and in 2020 will be operating four Ronald McDonald Houses where 79 pediatric patients and their families will stay for free and supported by specialized programs and care. For more information on our mission, history and programs, please visit www.RMHCOregon.org.
- Join our passionate, fun-loving team as we strive together to provide a much-needed service to families from all over the world who come stay at our houses.



- We offer a competitive compensation and benefit package, including generous paid time off, flexible schedules, sabbatical program, paid time to volunteer in the community, and employer retirement contribution through an IRA.
- In 2019, we were voted the #5 in the Oregon Business Magazine's Top 100 nonprofits to work, having made this list for 11 years in a row.

Primary Duties and Responsibilities

- Schedules and conducts tours to introduce prospective community members to volunteer opportunities at both Portland Houses
- Manages screening systems to thoroughly vet prospective volunteers including conducting background checks and screening interviews.
- Collaborates with prospective volunteers and other RMHC departments to place volunteers in effective roles in-House or in-Hospital.
- Conducts bi-monthly volunteer orientation presentations that build the foundation for additional role-specific volunteer training.
- Responsible for training, supervising, and managing the certifications of "Special Programs" volunteer including pet therapists, massage therapists, music volunteers, drivers, and estheticians.
- Facilitates the hand-off of new volunteers to their role-specific supervisors and ensures the initiation of the training process.
- Addresses and tracks volunteer issues in close collaboration with the Director of Programs & Community Engagement,
- Supports statewide compliance with volunteer management standards and policies.
- Facilitate the upkeep of the Volunteer Handbook and Volunteer Agreements.
- Manages the Volunteer Calendars and records accurate information in the Communication Log as needed.
- Manages volunteer appreciation and recognition programs
 - Plans bi-annual volunteer 'lunch-and-learn' socials
 - Plans the annual Volunteer Appreciation Party (200-400 attendees)
 - Maintains on-going volunteer recognition programs (GEM/Spotlights)
- Manages the collection of relevant information and writes the monthly statewide volunteer newsletter.
- Collaborates with the Development Department to recruit and manage Special Events Volunteers for events including the annual Gala, Hockey Challenge, Golf Classic, House Party, Tanner Society, and others upon request.
- Collaborates and communicates with the Operations Department, Guest Services Department, and Development Department to maintain accurate records of open volunteer positions and needs.
- Serves as the statewide expert and system owner for VolunteerHub (volunteer CRM database)
- Maintains up-to-date schedules, role descriptions, categorizations, and tracking within VolunteerHub
- Completes necessary systems maintenance to ensure accurate data collection
- Trains other staff members who interface with VolunteerHub and maintains user guide materials.



Skills Required:

- Able to work on a high-performing team in the delivery of complex programs.
- Outgoing, friendly, people-person, comfortable interacting with adults and children.
- Comfort with public speaking and presenting to small groups.
- Exceptional data management skills and strong attention to detail.
- Excellent organizational skills and ability to manage multiple projects simultaneously
- High-level computer proficiency in Microsoft Office Suite and database software.
- Comfort with conducting difficult conversations with volunteers when necessary.
- Ability to work well under pressure and maintain deadlines.
- Ability to think strategically, to problem-solve, and create multidimensional long-term plans.
- Outstanding verbal, written and interpersonal communication skills.
- Ability to work under limited supervision, both independently and as a team member.
- Flexibility and ability to identify changing priorities.
- Ability to see change as an opportunity rather than an obstacle.

Education Requirements

BA/BS degree or equivalent required

Supervisory Responsibilities:

Provides oversight of individual volunteers.

Experience Required:

- 3+ years of increasing responsibility in volunteer recruitment & management
- Demonstrated ability to work as a part of a high-performing team
- Experience working with volunteers and teams to achieve objectives.
- Demonstrated ability to manage database software
- Proven leadership and problem-solving skills.
- Demonstrated ability to effectively manage multiple projects.

Work Environment:

Most work is conducted in a collaborative and dynamic office environment. Attendance at RMHC Oregon signature events may be required and such work may be indoors or outdoors, possibly in hot or wet weather. In conjunction with events, employee will be required to lift packages (up to approximately 40 pounds) and stand for long periods of time.

To apply, send a cover letter and resume to hr@rmhcoregon.org, attention: Lily McFadden

Ronald McDonald House Charities of Oregon and SW Washington is an Equal Opportunity Employer. We encourage all qualified individuals to apply for positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.

