



Ronald McDonald House Charities of Greater Charlotte

Job Description

Job Title: Group Volunteer Manager			
Reports To: Director of Volunteer Services and Family Programs			
Job Status:	<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	Hours: 40/ week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt
	<input type="checkbox"/> Contractor	<input type="checkbox"/> Intern	Schedule: Mon- 12-8pm Tues-Fri: 10am-6pm
Job Purpose:			
<p>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.</p>			
Job Summary:			
<p>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 the supervision of the House Engagement Coordinator to effectively 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.</p>			
Essential Functions:			
Leadership			
<ul style="list-style-type: none"> Lead a high performing Teen Volunteer Board by fostering recruitment and engagement strategies for teen members representing organizational culture in alignment with RMHC of GC values. Lead a high performing Happy Milz Group by fostering recruitment and engagement for young professional members representing organizational culture in alignment with RMHC of GC values. 			
Program Responsibilities			
<ul style="list-style-type: none"> Respond to all group volunteer inquiries. Manage all communications and trainings for group volunteers including meal teams, cookie crews, activity partners, cleaning teams, Kids Helping Kids, and special event/activity volunteers. Coordinate, supervise and account for daily activities of volunteer groups in the House. Working with the House Engagement Coordinator ensure that all group volunteers are greeted and oriented properly following all safety, cleanliness, and health guidelines. Provide House tours to group volunteers as requested or needed. Responsible for group volunteer record entry and maintenance and maintain database files and records for group volunteers. 			

- Monitor and manage online group volunteer calendars.
- Schedule all group volunteer activities and fill vacancies.
- Implement back-up plans for group volunteer cancellations.
- Conduct pre and post group volunteer experience interviews and surveys to ensure a positive outcome and continued relationship with volunteers.
- Appropriately acknowledge and thank group volunteers.
- Assist the Director of Volunteer Services and Family Programs in the planning of volunteer recognition and appreciation activities.
- Participate in Volunteer Engagement Committee as needed to solicit and implement feedback to improve group activities.
- Responsible for newsletter communications to group volunteers and youth volunteers.
- Utilize best practices for safety and comfort with all Teen Volunteer Board and Happy Milz 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.
- 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-tasking 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 initiate 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

- House Engagement Coordinator

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.