



Brief Description of Organization:

Ronald McDonald House Charities NY Metro (RMHC NYM) is a not-for-profit 501(c)(3) organization and home-away-from-home for families who are dealing with the stress of having a child undergoing medical treatment.

Position Title:	Family Room Volunteer Coordinator (Part-Time)
Reports To:	Family Room Manager
Hours:	20 hours per week
Salary:	Salary commensurate with experience
Physical Demands:	Must be able to lift 15-20 pounds. Sit or stand for long periods of time. Stock shelves

Position Summary:

Ronald McDonald House Charities New York Metro is in search of a part-time Family Room Volunteer Coordinator. This position is responsible for recruiting and managing Ronald McDonald Family Room volunteers at Stony Brook Children's Hospital while providing a comfortable and welcoming environment for guest families. The ideal candidate would advance the mission of RMHC NYM in a manner consistent with the excellent quality of services provided to families in crisis.

This role will be involved in communicating a positive attitude and promotes cooperation and teamwork among all staff and volunteers as the program continues to grow.

RMHC NYM requires all employees and volunteers to provide proof of COVID-19 vaccination.

Core Expectations:

- Lead with the core values of collaboration, gratitude, inclusion, and integrity.
- Compassionately and fairly assist guest families and collaborate with hospital personnel to ensure a positive experience.
- Uphold policies concerning the eligibility of people permitted to use the Family Room.
- Accurately maintain communication with key medical staff and relevant personnel as well as parents/legal guardians of the pediatric patient.
- Responsible for ensuring all operations, procedures, and policies are followed within RMHC NYM guidelines.

Minimum Qualifications:

- College Degree preferred or comparable work experience.
- Prior experience working with families in times of stress.
- Ability to work in a collaborative environment and maintain strong attention to detail.
- Flexible, mature, and professional work style.
- Computer proficient, including Excel, Word, and Outlook.
- Excellent verbal, written, and interpersonal communication skills.
- Commitment to and understanding of the organization's mission.



- Ability to strategically balance compassion and empathy with assertiveness.
- Practice good judgment in potentially challenging situations as they pertain to volunteer staff and guest needs.
- Ability and willingness to work independently and as part of a team to make a sound judgment without on-site supervision.

Responsibilities include, but are not limited to:

- Interview and screen potential Family Room volunteers.
- Supervise, coach, and evaluate Family Room volunteers.
- Create and maintain schedules for all shifts to ensure coverage and fill vacancies.
- Ensure the Family Room functions consistently and efficiently with proper operational procedures and guidelines.
- Ensure all volunteer paperwork is complete and volunteers participate in all required orientations/trainings.
- Provide training and coaching for Family Room volunteers.
- Ability to cover Family Room volunteer shifts (when necessary).
- Maintain a record of volunteer hours.
- Actively seek new ways to build the volunteer base and utilize volunteer talents to their greatest potential.
- Create and maintain a comfortable and safe environment that encourages family cooperation and a home-like atmosphere.
- Attend to the needs of families whenever feasible/possible.
- Maintain a stock of food, beverages, paper products, and supplies. Order, pick up, and deliver, when necessary, when the stock is low.
- Plan and coordinate in-kind donation pick-ups and drop offs as well as meal donations.
- Ensure accurate guest logs are maintained and prepare monthly Family Room usage reports in a timely fashion.
- Familiarize families as to Family Room policies and procedures with the ability to answer questions and provide direction when necessary.

To Apply:

Please send COVER LETTER AND RESUME to jbicierro@rmhcny.org. No phone calls please.

RMHC NYM offers a competitive compensation and benefits package, including employee health benefits, a matched 403 (b) plan, life insurance, disability insurance, flexible spending account, generous paid time off and professional development opportunities. Must be able to successfully pass a background check. EOE.

The above information in this description has been designed to indicate the general nature and level of work performed by employees with this level of responsibility. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees in this position.