



Brief Description of Organization:

Ronald McDonald House Charities New York Metro (RMHC NYM) is a not-for-profit 501(c)(3) organization that focuses on the critical needs of children by operating programs that provide families with access to pediatric healthcare on Long Island and allows the family unit to remain together during the stress and uncertainty of a medical crisis.

Position Title: Family Room Volunteer Coordinator (Part-Time)

Reports To: Family Room Manager

Hours: 15 – 20 hours per week (flexible)

Salary: \$20 - \$25 per hour

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, training, scheduling, coordinating, supervising, evaluating, and recognizing all Family Room volunteers. The ideal candidate would report directly to the Family Room Manager as they 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 this branch continues to grow. This role is a part-time position.

Job Responsibility:

- Interview, screen, train, supervise and evaluate Family Room volunteers.
- Schedule all volunteer shifts and obtain substitutes when necessary. Maintain the master volunteer schedule, and fill vacancies.
- Ensure the Family Room functions consistently and efficiently with proper operational procedures. Support volunteers on duty, answering questions and handling problems.
- Provide support to volunteers while on duty. If present, takes over the duties when there are no volunteers. If not present, and a shortage of volunteers is foreseen, schedules another volunteer or staff member to perform front desk duties.
- Ensure that volunteers participate in House and hospital orientation and training.
- Provide coaching after initial training.
- Maintain a record of volunteer hours.
- Actively seek new ways to build the volunteer base and utilize volunteer talents to their greatest potential.



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Volunteer Responsibilities:

- Create and maintain a comfortable environment that encourages family cooperation and a home-like atmosphere. Show hospitality and respect to all guests and provide emotional and psychological support when needed.
- 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 special events such as meals.
- Ensure accurate guest logs are maintained and prepare monthly Family Room usage reports.
- Familiarize families as to Family Room policies and procedures, enforce as necessary.
- Ensure the Family Room registration desk functions consistently and efficiently and with proper operational procedures. Support volunteers on duty, answering questions and handling problems.
- Ensure Incident Reports are completed by all involved parties for all unusual incidents that occur in the Family Room. Inform supervisor of unusual incidents and keep the records on file.

Supervisory Responsibilities:

- Recruit, screen, train, supervise, evaluate Family Services Assistants.

Additional Responsibilities:

- Maintain database information, including information on those utilizing the Family Room.
- Be familiar with and abide by hospital policies and procedures.
- Participate in staff meetings.
- Periodically contribute articles to the House newsletter.
- Participate in the Family Services committee and/or others as requested.
- Assist with development activities as requested.
- Perform other duties related to House business as assigned.



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Knowledge Skills and Abilities:

- Minimum of a college degree and/or 2 years' experience in a related field.
- Previous experience working effectively with volunteers.
- Computer proficiency, including familiarity with all MS Office products and database software, including Excel.
- Familiarity with Raiser's Edge to maintain Volunteer records and Sign-Up Genius for managing Program sign-ups.
- Excellent interpersonal skills and ability to relate to people of diverse backgrounds.
- Excellent verbal and written communication skills.
- Demonstrated problem-solving and decision-making skills with the ability to work in a flexible, team-oriented environment.
- Strong organizational skills with the ability to manage multiple projects, meet frequent deadlines, and be self-disciplined.
- Self-directed and able to successfully complete projects assigned with a minimum of supervision.
- Must have a valid driver's license.

Additional Requirements Needed:

This position has some physical demands that include:

- Interpersonal and communication skills.
- Public speaking ability.
- Able to lift and move supplies for the room.
- Standing for community functions.
- Sitting, viewing computer monitors, and utilizing a computer keyboard.
- Reliable transportation.

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.

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.