



Title: Volunteer Services Coordinator

Date:

Team member:

Job Purpose:

The Volunteer Services Coordinator is responsible for the overall success of Atlanta RMHC's Volunteer Services Program at Peachtree Dunwoody House (PDH), including the implementation of the program while creating a worthwhile and rewarding experience for volunteers.

Working with the Manager of Volunteer Services and GWH Volunteer Services Coordinator, the position will plan and execute all aspects of the Volunteer Services Program. The Volunteer Services Coordinator will work closely with the PDH House Manager and Manager of Volunteer Services to identify needs and provide the stewardship and support necessary to maintain a viable Volunteer Services Program and strong volunteer relationships. This position will manage individual and group volunteers, our Meals That Heal Program, our teen programs and special events volunteers. The PDH Volunteer Services Coordinator is the primary staff member who recruits, trains, welcomes and supervises all Peachtree Dunwoody House volunteers.

Primary work hours are 9:30 am – 6:00 pm; this is an exempt position. *This position must be flexible and able to work evening/night hours when necessary.*

Qualifications and Job Requirements:

1. Bachelor's Degree in non-profit management or related field such as human services, communications, public relations, marketing or business. A minimum of two years of proven experience within the non-profit sector in the area of volunteer management is strongly encouraged.
2. Exceptional customer service skills and ability to interact effectively with a broad range of constituents including families, volunteers, staff and community. Excellent verbal and written communication skills required.
3. Ability to bring passion, creativity, innovation and drive to the volunteer management team, collaborating on planning and growth of the volunteer force and identifying new strategies to engage and acknowledge volunteers.
4. Excellent problem solving, organization and time management skills. Ability to work under pressure, meet multiple deadlines and multi-task.
5. Demonstrate a commitment to service, organizational values and professionalism through appropriate conduct and demeanor at all times. Work in a positive, nurturing manner with volunteers, community groups, donors, and support staff in the House.
6. Highly motivated, self-starter with ability to think strategically and work independently as well as collaboratively. Must be an effective team player.
7. Possess the following characteristics: compassion, tact, honesty, trustworthiness, good listening skills, flexibility, and professionalism.

Essential Functions:

Volunteer Coordination

- Develop, coordinate and maintain a systematic recruitment, training, and retention process for all volunteer needs.
- Maintain all PDH volunteer information in the volunteer database, VolunteerHub, in a timely manner.
- Supervise the Meals That Heal Program for PDH which includes managing the calendar for the meals (Group and/or Chef-Led), scheduling group meals and providing customized landing pages to ensure a seamless process.

- Create awareness and encourage participation in Chef-Led Meals That Heal cooking experience for meal volunteers.
- Work with the GWH Volunteer Services Coordinator to schedule Chef-Led Meals That Heal at PDH
- Manage volunteer information and assist volunteers at check-in with our visitor management system, LobbyGuard.
- Provide onsite tours for all volunteer groups. Adjusting hours as needed.
- Create and design a monthly Volunteer Newsletter with the GWH Volunteer Services Coordinator and Family Room Coordinator.
- Record and maintain accurate and timely volunteer data and stats in our fundraising database, Raiser's Edge, as well as the Volunteer Services Excel report.
- Manage Meals That Heal events, Activity Nights, and Ronald's Holiday Workshop volunteer programs which include scheduling volunteer groups and maintaining the volunteer calendar through VolunteerHub.
- Work with Manager of Volunteer Services to maintain collateral materials for the Volunteer Services Program. This includes updating printed and visual materials necessary for the volunteer programs, as well as updating presentations for speaking engagements.
- Work closely with the Director of Family and Volunteer Services, Manager of Volunteer Services, and GWH Volunteer Services Coordinator to ensure the volunteer section(s) of the website is maintained and up-to-date.
- Maintain an updated 'Wish List' of donation items to promote to volunteers and interested donors and communicate needs to the Digital Marketing Coordinator.
- Schedule in-kind donation collections and drop-offs. Assist and oversee the sorting, organizing, processing and storage of all in-kind donations to the House.
- Approve, communicate and supervise community groups desiring to provide support and activities that will benefit the House and families.
- Alongside Manager of Volunteer Services and GWH Volunteer Services Coordinator, find creative ways to thank volunteers and coordinate volunteer appreciation events as needed, particularly the annual Volunteer Appreciation Week each April and end-of-year appreciation.
- Work in a positive, nurturing manner with volunteers, community groups, donors, and support staff in the House.
- Identify potential donors, sponsors or key individuals for further opportunities within Atlanta RMHC and make the appropriate connections with development staff.
- Communicate and oversee scheduling of the PDH Community Room with Atlanta RMHC partners, sometimes in collaboration with the appropriate development staff.
- Manage the teen programs which include our summer VolunTEEN program and our Teen Council Program during the school year. This includes creating materials, overseeing the application and orientation process, and scheduling and leading onsite/virtual program meetings.
- Work with GWH Volunteer Services Coordinator to oversee College Internship Program for Family Services and Volunteer Services Interns. This includes processing applications, conducting phone and in-person interviews, leading the onboarding process, supervising all intern projects, communicating with the House Manager on the intern's schedule/tasks, and providing evaluations.
- Support special events as needed, including recruiting, securing and communicating with event volunteers and managing volunteers at the events.
- Identify and communicate volunteer opportunities for Red Shoe Society.
- Communicate available and urgent meal dates to Digital Marketing Coordinator for upcoming social media posts, Charity newsletter, kitchen monitor, etc.
- Create an atmosphere of hospitality and ensure the well-being and comfort of all Guests.
- Handle any emergency facility needs, in the absence of Facilities and/or House staff members.
- Assist PDH House Manager with inventory of House supplies.
- Complete accurate donor forms for all in-kind donations.
- Answer phones and respond to phone requests within the same business day.
- Answer emails generated through Volunteer Services inbox within 24 hours.
- Greet volunteers during their shift and check-in with them regarding their onsite tasks. If you can't greet them, work with PDH House Manager to ensure they are aware of the tasks that need to be done.

- Facilitate, schedule and participate in offsite speaking engagements with groups to promote Atlanta RMHC.
- Promote a welcoming and professional environment to all that you interact with (in-person, phone and email).
- Always welcome Guests into the House by answering the front door, if you see them waiting to be let in or hear the doorbell ringing.
- Assist House Guests if needed, if House team is not available.
- Perform other related duties as assigned or requested.

Other Functions:

- Promote community awareness of Atlanta Ronald McDonald House Charities and its programs.
- Represent Charity at meetings and functions as designated by Manager of Volunteer Services and/or Director of Family and Volunteer Services in professional manner consistent with image and mission of Charity.
- Cross train with GWH Volunteer Services Coordinator to be knowledgeable of both locations, interface with other staff members, connect with Guest Services volunteers, meal donors and activity groups.
- Coordinate Wish List needs with Family Room Coordinator and GWH Volunteer Services Coordinator.
- Local travel to attend meetings and events, as needed.

Physical Demands:

- Sits at desk 30 – 40% of day.
- Near visual acuity essential for reading.
- Talking and hearing are essential for communication.
- Able to lift and transport up to 50 pounds.
- Physically able to climb stairs and perform small maintenance tasks as needed.

Disclaimer:

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, management reserves the right to revise the position or to require that other or different tasks be performed when circumstances change (i.e. emergencies, changes in personnel, workload, rush job, or technological developments).

Reporting Responsibility:

The Volunteer Services Coordinator is directly responsible to the Manager of Volunteer Services of Atlanta Ronald McDonald House and is evaluated annually.

Accepted: _____ Date: _____
Volunteer Services Coordinator

Accepted: _____ Date: _____
Manager of Volunteer Services