

**Ronald McDonald House Charities® (RMHC) of the Intermountain Area, Inc.**

Title:	Lehi Volunteer & Community Engagement Specialist
Current Employee:	Open - TBD
Team:	Development and Marketing (in collaboration with Programs)
Location:	Ronald McDonald Family Room – Lehi
Report to:	Chief Development & Engagement Officer
Classification:	Regular, full-time, non-exempt
Hours:	Variable
Compensation:	Pay Grade 130 - \$46,000 starting(\$22 per hour)

**THE POSITION:** The Lehi Volunteer & Community Engagement Specialist is a new key role for Ronald McDonald House Charities (RMHC) of the Intermountain Area. As a mission-based, service enterprise, RMHC relies on community engagement, support and volunteerism to carry out its programs for pediatric patient families. This individual will be involved in creating and expanding the community engagement and volunteer program in Lehi. They will lead out on volunteer recruitment, selection, training, recognition and retention for all direct service volunteers and service groups in the Ronald McDonald Family Room at Primary Children's Hospital in Lehi. This position is also responsible for proactive awareness building, outreach and community engagement to grow in-kind, financial, and volunteer support in Utah County. They will also provide guest services support to families utilizing the Family Room.

Primary Duties and Responsibilities:

*Outreach and Community Engagement*

Increase awareness and involvement of Ronald McDonald House Charities' mission in Utah County and surrounding areas in the following ways:

- **General Outreach** - Professionally represent RMHC's mission and programs, fostering community support. Organize community open houses and recruitment events in collaboration with the Director of Communications and Chief Development & Engagement Officer
- **Public Events** - Actively seek opportunities to share RMHC's mission and engagement opportunities. Initiate, prepare, promote, and deliver presentations at various events, corporations, civic organizations, schools, and community fairs. Highlight RMHC's programs, mission, events, meal program, sponsorship opportunities, wish list needs and volunteer opportunities.
- **Adopt a Meal Program** - Develop and execute strategies to build and grow the Adopt a Meal program. Collaborate with the Lehi Family Room Manager and other staff to ensure food safety and adherence to best practices. Serve as the primary contact for meal groups, facilitate the meal calendars, ensure food safety and exemplary stewardship.
- **Local Community Engagement** - Proactively engage community members and groups within the immediate geographic areas to enhance support. Collaborate with the Development Team to utilize RMHC social media and brand guidelines to raise awareness and find support for the volunteer program and wish list needs.
- **Hospital Partner Outreach and Engagement** - Collaborate with the Lehi Family Room Manager, Hospital Programs Director, and hospital-based staff to promote and advance RMHC's mission and programs within the partner hospital. Participate in volunteer trainings, coordination meetings and work closely with the hospital teams to establish and sustain the RMHC program.
- **Outreach Communications** - Develop and share personalized communications to engage key stakeholders and audiences in RMHC's outreach efforts. This includes thank you notes, letters, marketing material, digital newsletters, and social media posts.

### *Volunteer Recruitment, Training and Recognition*

RMHC is a service enterprise and strong volunteer support is at the heart of our organization. This position will not only be building a new volunteer team, they will be focused on the training, retention and continued advertisement of the volunteer program.

- **Volunteer Management** - Recruit, screen, train and recognize volunteers to fill key volunteer positions and provide core services and support for the Ronald McDonald Family Room and RMHC events
- **Outreach** - Seek out opportunities to proactively recruit volunteers through 211, Information and Referral, Volunteer Match, regional volunteer programs and local high schools, higher education, and civic organizations, etc.
- **Communications** - Respond to incoming calls, emails, and inquiries from new & current volunteers in a timely manner, maintaining a call log to track inquiries and follow-through. Maintain monthly one-on-one communication with all core volunteers and coordinate needs with the volunteer needs of the Family Room in collaboration with the Family Room Manager.
- **Coordination** - Inform staff of potential and scheduled service groups coming to volunteer and communicate needs and expected follow-through.
- **Training** - Implement orientation and training program for core volunteers, including training and coordination of key staff members regarding volunteers, re-training as needed. Act as liaison between staff and volunteers when appropriate.
- **Recognition** - Provide updates, appreciation, and motivation to volunteers regularly. Ensure volunteer retention through meaningful recognition, including but not limited to the coordination of National Volunteer Appreciation Week, Utah Philanthropy Day, year-round appreciation, and annual volunteer appreciation event for RMHC volunteers. Share volunteer impact through social media channels, thank you cards and touchpoints.
- **Reporting** - Establish, track, and maintain success metrics and records of volunteers, volunteer hours and contact information for all volunteers and groups (including email addresses). Ensure tracking and volunteer management systems are as streamlined and accessible as possible.
- **Meal Program** - Recruit for and support the Adopt a Meal program with reminder phone calls, onsite assistance and gratitude emails.

### *Guest Services Experience*

This position will provide support to the Guest Services operations for two full shifts a week. They exemplify a professional and compassionate work environment and create a soft respite space for families to visit.

- **Direct Guest Services**- Provide direct services to guest families at the Ronald McDonald Family Room and staff the front desk operations at least two days a week
- **Guest Registration**- Register guests using the RMHC Family Registry system.
- **Tours**- Offer tours to guests, visiting groups, and potential donors/volunteers to showcase the Family Room and its amenities
- **Collaboration**- Collaborate closely with other RMHC Programs and Operations staff to ensure a seamless and comprehensive service experience for RMFR guests
- **Team Support**- work in collaboration with Family Room Manager to support the team, assist with shift coverage when needed, and manage emergencies
- **Operations** - Ensure that operating guidelines are followed, and rules are enforced as needed, in collaboration with hospital policies.

#### *Other Duties and Responsibilities:*

- Ability to meet all requirements of RMHC and partner hospitals – i.e., immunizations, trainings, background check, drug test, COVID-19 testing, etc.
- Provide back-up for volunteer orientations at Hospitals and support to hospital program volunteer onboarding
- Track and celebrate volunteer birthdays and anniversaries
- Implement special projects in coordination with the Volunteer Team
- Fill in for vacations and/or holidays, as needed
- Attend department and all-staff meetings
- Cross train with other team members and departments

#### **Experience Required**

Two years of work experience in a customer service or similar position that involved interaction with the public; experience working with volunteers, outreach or in a hospitality/concierge setting.

#### **Skills Required:**

- A passion for the RMHC mission
- Excellent customer service skills
- Exceptional verbal, written, and interpersonal communication skills
- Basic computer proficiency, including email, Word and Excel
- Strong attention to detail
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Good analytical and problem-solving skills
- Fluency in Spanish is preferred
- Highly organized, creative, energetic and collaborative team player
- Confidence, sensitivity and diplomacy to interact and collaborate with varied constituents, including guests, volunteers (including members of the Board of Directors), hospital personnel, staff, donors, other staff members and departments
- Experience working closely with families and/or children in times of stress is preferred
- Flexibility with regards to work assignments and changing priorities
- Willingness/flexibility to be contacted when off duty in the event of an emergency
- Ability to meet all requirements of partner hospital – i.e. immunizations, trainings, background check, drug test, etc.

#### **Educational Requirements**

Bachelor's degree preferred, Associates degree or equivalent required.

*Ronald McDonald House Charities is an equal opportunity employer and values a diverse workplace*