

Director of Volunteer Engagement:

The Director of Volunteer Engagement is accountable to the CEO and is responsible for the supervision of the Volunteer Program including recruitment, training and scheduling of all community volunteers at the Ronald McDonald House. Additionally, they serve in a support role for special events and marketing activities sponsored by the House.

Volunteer Program Administration

- Oversee the recruitment of volunteers for the House
 - Develop new Volunteer Engagement opportunities (ongoing and one time) for the House
 - Solicit the interest and involvement of individuals, groups and organizations in the community through advertising, community speeches, website, facebook, etc.
 - Work effectively with outside organizations and promote positive relationships in the community
 - Ensure diversity among volunteer base (i.e., teens, senior citizens, minorities)
 - Respond in a timely manner to interested individuals
 - Schedule and conduct orientations and interviews
 - Constantly review program for improvements, areas of expansion and new volunteer opportunities
 - Maintain all volunteer paperwork, files, applications, letters, etc.
 - Review all volunteer materials
 - Update and develop needed information for all areas of volunteers
 - Implement and maintain system for recording volunteer hours
 - Organize and implement volunteer recognition/celebration activities (awards, gifts, etc.)
 - Nurture and appreciate volunteers
 - Represent the House with other community agencies in networking on issues, recognition and activities
 - Promote community awareness of the mission and objectives of the House
 - Schedule volunteers for specific shifts and projects
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- Serving as main source of communication and outreach for all of RMH Baltimore volunteers.
 - Managed RMH volunteers through actively recruiting, ensuring retention, and maintaining master schedule.
 - Corresponds and schedules tours with supporters who are making donations to the house.
 - Coordinates activities to meet family needs, including supervising volunteers and finding substitutes, as necessary.
 - Organizes and conducts orientation and training sessions for volunteers
 - Plan and execute annual Volunteer and Holiday Party
 - Recruit, interview and manage intern program
 - Organize and manage volunteers for fundraising events- Red Shoe Shuffle, Hamburgala and Golf Tournament
 - Help with holiday and special staff giveaways
 - Manage donation binder and thank you notes that need to be sent out.

- Supervise and provide information to Shift 2 Receptionist for Data entry and filing of daily volunteers log-in sheets and volunteer agreements
- Provide info to Community Relations Manager for upcoming activities

Knowledge and Skills:

- Prior knowledge of and experience with principles and practices of social services and non-profit agencies.
- Time management; the ability to organize and manage multiple priorities.
- Requires effective oral and written communication skills.
- Requires excellent communication skills.
- Computer proficiency.

Education and Work Experience:

- A bachelor's degree in Social Sciences, Communications or related field; OR
- Three years experience in this or related field; or Any similar combination of education and experience.