



## **Ronald McDonald House Charities New England**

**Position Title:** Volunteer Coordinator & Assistant House Manager

**Reporting Relationship:** House Manager

**Supervises:** Volunteers

**Employment Status:** Full Time, Exempt, Salaried and benefited position

**Location:** Charlestown, MA

### **Position Summary:**

The Volunteer Coordinator & Assistant House Manager, with the House Manager, manages and oversees the daily operations of the Ronald McDonald House of Boston Harbor. This includes managing and supervising all components of the family intake and stay experience, family referral process and volunteer management. The Volunteer Coordinator & Assistant House Manager is a full-time, 40 hours per week position. The general responsibilities will be performed primarily Monday through Friday 9am -5pm. Occasional evening and weekend hours may be required. Participation in bi-weekly/weekend on-call rotation is part of the role.

### **Principal Duties and Responsibilities:**

- Supervise, recruit, schedule and train all House Volunteers, including Relief Managers, Meals with Love groups, and activities and group volunteers.
- Communicate all policies, procedures, and happenings at the House promptly to all volunteers.
- Prioritize and assign daily and weekly tasks that need to be accomplished by volunteers.
- Communicate activities with guest families staying at the House.
- Serve as an active member of the local community to perform volunteer recruitment, education and partnership.
- Work with all volunteers to ensure the highest level of customer service and consistent operations of the House.
- Inspect, clean, and organize all areas of the House including guest rooms to ensure a proper and professional appearance.
- Assist the House Manager in overseeing 7 day a week coverage of the Boston Harbor House, including staffing, and guest stays.
- Promote House values, mission, and a supportive atmosphere for all staff, volunteers, and families following the HR manual, Operations Manual and the General Administrative Practices and Guidelines.
- Assist with Boston Harbor House data inputs and reports generated on House databases.
- Confirm all House procedures, policies, and guidelines are closely followed to ensure the safety of all families, volunteers, and staff.
- Accept and process all donations in a timely manner.
- Play a key role in referral, check in, and check out of families.

### **Minimum knowledge, skills, and abilities required:**

- Bachelor's degree required.
- Three to five years of experience related to human services and volunteer management focused on the delivery of programs and services.
- Ability to work independently and coordinate/manage multiple projects.
- Ability to handle sensitive and confidential situations.

- A commitment to an inclusive, diverse, and compassionate environment.
- Ability to work cooperatively in a small staff-team structure.
- Proficient skills including familiarity with Microsoft Office.

**Working Conditions:**

This on-site position is full-time with primary hours typically Monday through Friday 9am -5pm. Ability to work a flexible schedule, when needed, according to the organization's needs. Occasional evening and weekend hours may be required. Participation in bi-weekly, weekday and weekend on-call rotation is part of the role. Position works in an office that is set in a home-like environment. Some light housekeeping, maintenance and lifting may be required.

**Status:** This is an exempt/salaried and benefited position, with an expectation of a minimum 40 hours per week. It is an 'at will' employment position, which means that either RMHCNE or the employee may terminate employment at any time, with or without cause or without notice.

**How to Apply:** Interested parties, please send a resume and cover letter to [jolival@rmhcne.org](mailto:jolival@rmhcne.org) Please note "Volunteer Coordinator & Assistant House Manager" in the subject line. No phone calls please. The position will remain open until filled. RMHCNE is an equal opportunity employer.

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The above statements are intended to describe the general nature/level of work being performed by the individual assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Other duties as assigned.

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