

Ronald McDonald House Charities New England

Position Title: Operations & Volunteer Manager

Reporting Relationship: Director of Operations

Supervises: Volunteers

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

Salary Range: 55,000-60,000 annually

Location: Providence, RI



Position Summary:

The Operations & Volunteer Manager, in collaboration with the Director of Operations, is responsible for managing and overseeing the day-to-day operations of the Ronald McDonald House of Providence. This includes but is not limited to managing and supervising all components of the family intake and stay experience, family referral process, volunteer services, monitoring facility operations/maintenance and the Family Room located at Hasbro Children's Hospital.

The Operations & Volunteer 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 weekend on-call rotation is part of the role.

Principal Duties and Responsibilities:

- Assist the Director of Operations in overseeing 24/7/365 coverage of the Providence House, including volunteer staffing, and guest stays.
- Supervise, recruit, schedule and train all House and Family Room Volunteers.
- Ensure weekend /evening shift coverage in advance.
- Manage the administration of RMHCNE- Family Room at Hasbro Children's Hospital.
- Communicate all policies, procedures, and happenings at the House in a timely fashion to all volunteers.
- Process all necessary paperwork for new volunteers.
- Draft a weekly schedule and plan tasks for all shift volunteers.
- Prioritize daily tasks that need to be accomplished and write detailed lists for volunteers.
- Draft monthly volunteer schedules.
- Communicate activities with guest families staying at the House.
- Inspect, clean, and organize all areas of the House including guest rooms to ensure a proper and professional appearance.
- Work with all volunteers to ensure the highest level of customer service and consistent operations of the House.
- Supervise Weekend Relief Managers in the absence of the Director of Operations.
- 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 Providence House data inputs and reports generated on House databases.
- Assist with the daily responsibilities of the House to guarantee the House always operates at the highest standards.
- Confirm all House procedures, policies, and guidelines are closely followed to secure the safety of all families, volunteers, and staff.
- Play a key role in referral, check in, and check out of families.
- Maintain on-going relationship with referring social workers/medical personnel from medical facilities.

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.
- A passion for and commitment to helping patients and their families in a housing program environment.
- Ability to work independently to coordinate/manage multiple projects under sometimes stressful circumstances.
- Ability to handle sensitive and confidential situations.
- Bilingual preferred.
- 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 position is full-time with primary hours typically falling during normal business hours (Monday through Friday 9am -5pm). Ability to work a flexible schedule, when needed, according to the needs of the organization. Occasional evening and weekend hours may be required. Participation in weekend on-call rotation is part of the role. Position works in an office environment that is set in a home-like environment. Some light housekeeping, grounds maintenance, and lifting may be required.

Compensation & Benefits: This position offers 100% health/dental/vision coverage, 15 PTO days annually, 401-K with a company match, life insurance, and long-term disability insurance. It 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 jpowers@rmhcne.org. Please note "Operations & Volunteer Manager" in the subject line. No phone calls please. The position will remain open until filled. RMHCNE is an equal opportunity employer.

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.
