



## **Ronald McDonald House Charities® Atlantic**

Job Title: Volunteer & Family Services Coordinator  
Location: Halifax, NS

**We're growing! We are seeking enthusiastic and passionate individuals to join our team as we prepare to build a new Ronald McDonald House in Halifax.**

### **The Organization**

Ronald McDonald House Charities® Atlantic (RMHC Atlantic) helps families with sick children stay together and near the medical care they need. Our programs include Ronald McDonald House® in Halifax, a "home-away-from-home" for out of town families with sick children, and Ronald McDonald Family Rooms® in Halifax and Moncton, an oasis of calm and support inside the hospital. Last year alone, we served more than 2,000 families from across the Maritimes through our House and Family Room programs. For more information, visit [rmhcatlantic.ca](http://rmhcatlantic.ca)

### **The Opportunity**

The Volunteer & Family Services Coordinator (VFSC) is responsible for the delivery of all facets of the volunteer program based on industry 'best practices' including: volunteer recruitment, screening, training, supervision, recognition, evaluation, education and advocacy for individuals, groups, events and special projects. As one of our frontline staff, the VFSC develops and manages volunteer driven activities that enhance the experience of families and children who use Ronald McDonald House and the Ronald McDonald Family Room program.

The VFSC is a self-starter who understands the value of shared partnerships and the role that volunteers play in the family experience at Ronald McDonald House and the Ronald McDonald Family Room. They should exude a positive attitude and be a team player at all times, while maintaining a focus on the mission. Solid management skills and experience is necessary.

Hours are Monday – Friday 9:00am – 5:00pm, with some evenings/weekends when required (monthly)

### **Skills and Qualifications**

- Ability to multitask and work independently in a small, hands-on work environment
- Experience in coordinating volunteers
- Compassion and passion for the mission of Ronald McDonald House Charities Atlantic
- An attitude of service and ability to work collaboratively and motivate others
- University degree or college diploma in related field
- Solid management skills and experience is necessary
- Capable of working effectively with staff, volunteers and donors/prospects
- Demonstrated commitment to long term relationship building with volunteers
- Experience in training and/or facilitation
- Ability to work with families in crisis
- Demonstrated leadership skills
- Ability to build and foster relationships with individuals with a variety of ages, backgrounds and experiences
- Demonstrated ability to set and exceed goals
- Self-motivated with an energy level that ensures high quality productivity on a timely basis

## **Key job tasks of Volunteer & Family Services Coordinator:**

### **Volunteer Engagement / Coordination (60%)**

#### Recruitment and selection

- Develop and execute an annual volunteer plan
- Deliver presentations to interested community groups
- Create a screening policy based on a continuum of risk assessment for volunteer roles
- Schedule and conduct volunteer interviews and conduct reference checks

#### Training, scheduling and supervision

- Deliver volunteer orientation, training sessions and position specific training
- Schedule and fill all volunteer shifts and find replacements when necessary
- Provide appropriate levels of support and supervision, providing regular opportunities to give and receive feedback

#### Recognition, retention and evaluation

- Develop a recognition and retention plan and implement on an ongoing basis
- Collaborate on budget development and monitoring of the volunteer program
- Organize volunteer appreciation events and other recognition events
- Assess the performance of volunteers, gauge volunteer satisfaction and request feedback from exiting volunteers

### **Family services/staff team 40 %**

Provide assistance to Family Services to ensure smooth operation and delivery of services to families staying at the House or in the Family Room:

- Provide support to new and existing RMHCA families
- Provide communication/support to volunteers on duty
- Provide administrative support to front office and Family Room
- Welcome and acquaint families to the House and/or Family Room and its services
- Provide information to families regarding the House, Family Room and local area (restaurants, shops, transportation)
- Provide support for family inquiries (linen, games, taxis)
- Help maintain a clean and welcoming environment
- Enter family files into database and update as needed
- Prepare family stats (inputting family info in database, collecting statistics)
- Update daily communication tools with pertinent details from each shift
- Help with Volunteer daily tasks, as needed

### **To apply**

If you are interested and qualified, we invite you to submit a letter of introduction and resume to Lianne Ward, Family Services Manager at [lianne@rmhcatlantic.ca](mailto:lianne@rmhcatlantic.ca). All responses will be handled with strict confidence.

We thank all applicants for your interest in Ronald McDonald House Charities® Atlantic however only those candidates who have been selected for an interview will be contacted.