



**Ronald McDonald
House Charities®**
Alberta

Volunteer & Program Manager Ronald McDonald House Charities® Alberta

Ronald McDonald House Charities® Alberta (RMHC Alberta) is passionate about providing a home away from home for families with seriously ill or injured children. Seventy per cent of Canadian families live in an area without a children's hospital. This means that when a child is seriously ill or injured, families must leave their homes, jobs and support systems to access vital – and often life-saving – medical care. We are here to help.

We know that when a child is sick, the whole family hurts. That's why we're part of a global network prioritizing family-centered care through our unique core programs. Our growing organization offers 79 private family suites in Edmonton, Red Deer, Medicine Hat and Calgary. Our Houses provide a warm, compassionate and comfortable environment where families can share experiences, eat a warm homemade meal and rest while caring for their child who's admitted to a nearby hospital.

Reporting to the General Manager, the Volunteer & Program Manager oversees full cycle recruitment and oversight for all volunteers and leads programming for our Calgary House.

Volunteer & Program Manager Qualifications/Experience

- Degree, diploma or relevant post-secondary education
- Advanced knowledge of Microsoft Office products including database management
- Working knowledge of Volunteer Hub will be considered an asset
- 2 years of experience in a programs or volunteer supervisor and/or coordinator role
- Strong demonstrated competence in leadership, organizational and problem solving abilities
- Proven experience in proficiently managing programs with excellent service delivery standards
- Advanced relationship building skills within a staff team and external stakeholders
- Strong ability to communicate verbally and written in English (English is the business language)
- A second language is considered an asset
- Must possess a high level of professionalism, tact and interpersonal skills to work with stakeholders at all levels
- Good organizational, time management and prioritizing skills with a high degree of resourcefulness, flexibility, and adaptability
- A self-starter with demonstrated experience utilizing volunteers to enhance programs and services within a non-profit organization
- Previous experience working with families and children would be an asset
- Holder of or willingness to obtain a valid Food Safety Certificate
- Holder of or willingness to obtain a valid WHMIS Certificate
- Ability to work evenings and weekends as needed
- Successful completion of a criminal record check and child intervention record check



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Volunteer & Program Manager Responsibilities

- Administration and management of volunteer services and programs department
- Work with provincial Volunteer and Program Committee on initiatives, consistencies and efficiencies within the Volunteer and Program function
- Provide high level support and impactful resources to families to be successful in their stay at a Ronald McDonald House and, where applicable, re-adapting to their community
- Act as an ambassador for RMHC Alberta while developing and strengthening community partnerships
- Onboard, manage and schedule the Volunteer & Program Coordinators
- Build relationships and liaise with stakeholders to provide volunteer opportunities that meet group/company needs specific to services to the House
- Cultivate inclusive activities that respond to the family circumstances while at RMHC Alberta
- Partner with the Project Manager of the volunteer software program to provide ongoing customization of the volunteer database in order to: provide reports and data manipulation, analyze trends to ensure growth and develop the volunteer program
- Coordinate and collaborate with all other departments to ensure the success of all programs and events
- Oversee the scheduling and delivery of volunteer information sessions, training and interviews
- Oversee and supervise all programs
- Develop, implement and communicate the stewardship plan with your team
- Motivate volunteer teams to ensure the highest level of service delivery to all stakeholders
- Promptly respond to all communication internal and external, including applications and enquiries
- Manage the inventory of the pantry and purchase supplies needed
- Work with the Program & Volunteer Coordinator to continually develop and evaluate programs to ensure they are aligned with family needs
- Work with the Program & Volunteer Coordinator to continually develop and evaluate volunteer screening, onboarding, orientation and recognition processes
- Implement programs and volunteer policies and procedures and ensure that they are understood and followed
- Provide tours of the House
- Maintain the volunteer database and integrity of the data
- On-call as required
- Other duties as assigned

This position is based out of our Calgary location with minimal travel between Houses required. Some evening and weekend work will be required.

Please submit a resume with a cover letter quoting the position title “**Volunteer & Program Manager**” to hr@rmhcalberta.org. Only those selected for an interview will be contact. We thank you for your interest in working at RMHC Alberta.