

## HR & Volunteer Specialist

Ronald McDonald House Charities® Alberta (RMHCA) is passionate about providing a home away from home for families with seriously ill or injured children who must travel for medical care.

We know that a family with a sick child is a sick family. Our Ronald McDonald Houses provide a warm, compassionate and comfortable environment where families can share experiences, receive respite and distraction, eat a warm homemade meal and rest, all while caring for their child at the hospital next door.

RMHCA is part of a global network of Houses, Family Rooms, Care Mobiles and Comfort Carts prioritizing family-centered care through delivery of our unique core programs. RMHCA operates four Houses offering 87 private family suites, and three Comfort Carts that deliver bedside services in hospital.

We're currently engaged in a multi-year, \$80M capital campaign to reduce the service gap by tripling our capacity in Calgary and Edmonton. Construction on an expanded facility in Calgary is currently underway and scheduled for completion in 2025.

### Your Role

The HR & Volunteer Specialist is responsible for full cycle recruitment and onboarding for staff positions and for all volunteers working in a Ronald McDonald House in Alberta. This includes creating and maintaining volunteer policies, and management of the volunteer database.

This is a hybrid position based out of Calgary, Edmonton, or Red Deer and requires travel to Ronald McDonald Houses in Alberta. Some evening work will be required.

### Your Key Responsibilities

#### Recruitment

- Manage the full cycle of recruitment for some staff positions and for all In-House volunteers across Alberta
- Manage onboarding & orientations and offboarding for staff and volunteers
- Promptly respond to all internal and external communication and enquiries related to volunteers & volunteering
- Build relationships and liaise with stakeholders to provide volunteer opportunities that meet group/company needs specific to services in the House
- Coordinate and collaborate with all other departments to ensure the proper placement of all volunteers to run In House programs
- Collaborate with the team on volunteer stewardship and recognition programs
- Build and maintain relationships with staff and volunteers, creating engagement, supporting the highest level of mission delivery
- Review processes with a focus on efficiency, continuous improvement, and exceptional experience, and make the applicable updates
- Create, implement, and oversee volunteer satisfaction and exit surveys, offering valuable insights
- Provide support and mentorship to department leads on volunteer management

#### Other

- Volunteer Hub subject matter expert. Complete ongoing customization of the volunteer database, data input, reporting, data integrity, analyze trends, suggest improvements and implement approved changes.
- Create and maintain in house volunteer policies, and communicate as appropriate
- Work with leadership to ensure the volunteer policies, procedures, handbook and waivers are up to date and being followed



**Ronald McDonald  
House Charities®**  
Alberta

- Provide administrative HR support for various tasks and projects
- Act as an ambassador for RMHC Alberta while developing and strengthening community partnerships
- Drive a culture that encourages staff and leaders to recognize and utilize volunteer skillsets and create engaging volunteer opportunities
- Ensure alignment in volunteer onboarding and recognition processes and policies, resulting in a consistent and exceptional volunteer experience across the province

### **Required Qualifications**

- Post-secondary education is preferred, ideally in Human Resources
- 2+ years of Human Resources and full cycle recruitment experience
- Advanced knowledge of Microsoft Office products including database management
- Ability to manage confidential information
- Proven ability to build and maintain strong working relationships
- Strong communication skills, verbal, written, facilitating meetings, and presenting
- Ability to work in a results driven, fast paced, dynamic environment.
- Strong problem solving and conflict resolution skills
- Organized, detail oriented, accountable, and proactive
- Ability to travel between locations in the province of Alberta
- Must provide a clear criminal record check including a vulnerable persons check

### **Nice to Haves**

- Working knowledge of Volunteer Hub
- Demonstrated experience utilizing volunteers to enhance programs and services within a non-profit organization

### **What we Offer**

- Competitive compensation
- Comprehensive benefits plan
- Employee Assistance Program
- Professional development opportunities
- Social events
- Vacation & personal days
- Flexibility and a hybrid work schedule
- RRSP / TFSA matching program
- Opportunity to participate in various committees
- A culture built on our values of passionate, excellence, entrepreneurial, relentless, people-first

RMHCA is proud to be recognized as a 2022 Canadian Nonprofit Employer of Choice. We employ 87 people and hundreds of volunteers.

Diversity, equity, inclusion, and cultural safety are guiding principles at RMHC Alberta. We recognize the ongoing need to ensure DEI is reflected in our day-to-day activities; to champion continuous learning for staff, volunteers and the board; to create policies and practices that support DEI; and to find ways to measure our progress and continually improve. If you require accommodation, please advise us during the recruitment process.

We thank all candidates who apply; however, only those selected for interview will be contacted.

**To apply send your resume and cover letter to [HR@rmhcalberta.org](mailto:HR@rmhcalberta.org) stating reference # HR-03-24-RMHC**