



Ronald McDonald House Charities of Madison  
2716 Marshall Court, Madison, WI 53705  
Phone: (608) 232-4660 / Fax: (608) 232-4670

## JOB DESCRIPTION

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<b>Organization:</b>	Ronald McDonald House Charities of Madison (RMHC-Madison)
<b>Position Title:</b>	Director of Volunteers & Programs
<b>Reports To:</b>	CEO
<b>Classification:</b>	Salaried, full-time
<b>Salary Range:</b>	\$65,000-\$70,000

### **Job Purpose**

Since 1993, Ronald McDonald House Charities of Madison (RMHC-Madison) has been dedicated to keeping families close when it matters most—while their child receives medical care at area hospitals. Through our core programs—the Ronald McDonald House, the Ronald McDonald Family Room at SSM Health St. Mary's Hospital-Madison, and the Ronald McDonald Family at Rogers Behavioral Health Madison East Clinic—we provide thousands of families each year with access to quality healthcare and the support they need to remain actively involved in their child's care.

RMHC-Madison offers a true home-away-from-home with cozy rooms, nourishing meals, and compassionate assistance for families who may have traveled hours—or even flown across the country—for their child's treatment. Guided by our core values, every member of our team is committed to delivering compassionate care and unwavering support to the families we serve, our partners, and one another.

The **Director of Volunteers & Programs** advances our mission by providing day-to-day leadership, operations, and oversight of RMHC-Madison's hospital-based programs and leadership of volunteer services for all programs. This role ensures programs are welcoming, well-organized, properly staffed, and aligned with RMHC-Madison's standards and hospital partner expectations. In addition, the Director will support recruiting, training, orienting, and appreciation of recurring volunteers to enhance the overall experience for all families who interact with any of our programs. They will develop and implement strategies to support the unique needs of our families while building a compassionate, supportive, and positive environment by building relationships to promote volunteering through community events, volunteer fairs, and public speaking opportunities

This role actively connects staff, volunteers, families, healthcare partners, and community members to strengthen communication, boost engagement, and maximize participation in RMHC-Madison's hospital-based and volunteer programs.

## **Job Responsibilities**

### **Staffing & Volunteer Leadership**

- Oversee, recruit, train, and support staff and volunteers at House and across all hospital-based programs.

- Ensure volunteer and staff schedules at all hospital-based programs to provide consistent program coverage.
- Provide leadership, coaching, and ongoing support to hospital-based staff and all volunteers to ensure trauma-informed, family-centered service delivery.
- Communicate updates, expectations, and procedural changes clearly and consistently.
- Serve as a visible, trusted leader for staff and volunteers, modeling calm, professionalism, and responsiveness—particularly during periods of limited leadership coverage
- Develop and implement effective volunteer recruitment/retention strategies.
- Onboard and orient volunteers at the House and Rogers Family Room as well as provide appropriate training to address changes.
- Maintain accurate records in the volunteer database and reports data.
- Write, coordinate, and distribute monthly newsletters to volunteers.
- Maintain supportive and open communication to ensure volunteer needs are met and issues are addressed.
- Complete an annual survey of the volunteers to ensure continuous improvement of the program.
- Plan and execute a volunteer appreciation event at least annually.
- Serves as liaison and represent RMHC-Madison at volunteer recruitment events and other events/functions designed to advance the mission and create organization awareness.

### **Hospital-Based Programs**

- Oversee daily operations of two Family Rooms – SSM Health St. Mary's and Rogers Behavioral Health East Madison Clinic - to ensure a warm, welcoming, and supportive environment for families.
- Provide direct support to families, as needed, including welcoming, assisting with resources, and responding to concerns with empathy and professionalism.
- Create a welcoming, comfortable environment by ensuring hospital-based programs are clean, well-organized, fully stocked, and always ready to support families.
- Develop, implement, and maintain in hospital program-specific policies, procedures, and workflows.
- Serve as a primary point of contact with Family Rooms' social work and clinical teams concerning hospital-based programs.
- Promote awareness and appropriate utilization of programs among hospital staff.
- Identify and lead hospital-based program development and improvement
- Develop strategy to increase utilization of both Family Room programs.
- Accurately collect, review, track and report Family Room usage data, including day visits and utilization trends.
- Collaborate with hospital partners to align expectations related to space use, workflow, and shared responsibilities.
- Collaborate with CEO on all future hospital-based programs development and execution.

## **Family Support**

- Oversee the delivery of family support services within all hospital-based programs and House.
- Collaborate with staff, volunteers, and community partners to deliver engaging, culturally responsive, and inclusive programming that supports the emotional and practical needs of families.
- Provide compassionate, family-centered support to families with children receiving medical care by creating welcoming, inclusive, and trauma-informed environments across RMHC programs.

This job description outlines the general nature and level of work expected in this role. It is not a comprehensive list of all responsibilities, duties, or skills that may be required.

## **Ideal Characteristics**

- A friendly, positive, and professional demeanor, combined with strong attention to detail.
- A proactive willingness to assist in areas beyond the core responsibilities of the role.
- Authentic commitment to RMHC's Core Competencies: Mission-Driven, Collaboration, Integrity, Inclusion, and Adaptability.

## **Knowledge, Experience, Skills, and Abilities Requirements**

- Valid driver's license in the State of Wisconsin
- Bachelor's Degree and/or 5+ years of experience in successful volunteer or program leadership, nonprofit organization, hospitality, customer service, or similar industry
- Natural ability to demonstrate a caring attitude towards guests, volunteers, donors and other people who interact with the organization.
- Outstanding verbal and written communication skills.
- Strong interpersonal skills. Must be able to present oneself professionally at public events.
- Ability to work well as part of a small, dynamic team, as well as independently and remotely.
- Demonstrates strong judgement skills and attention to detail while meeting deadlines.
- Proficient in Microsoft Office products.
- Knowledge and skills working with a diverse clientele from different cultures, languages, and religious beliefs.

## **Preferred**

- Proficiency in a second language.
- Experience with volunteer management software.
- Previous experience working in a volunteer coordination role for a nonprofit organization.

We encourage all interested candidates to apply—even if you don't meet every listed requirement. While the following qualifications are helpful, we value diverse backgrounds and experiences that strengthen our team and our work.

### **Physical Demands and Work Environment:**

- These physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential job responsibilities.
- Position is full-time with primary hours falling during stated business hours.
- Work is primarily performed in an office environment with minimal exposure to injury.
- Must be able to lift and move up to 30 pounds.
- Ongoing daily use of computers and telephone.
- Walk, sit, stand, bend, climb, and use hands to, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk, hear, read, count, and write.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.
- Must be able to work with frequent interruption.
- Low to moderate noise level.

### **Benefits**

To support our team members and their families beyond the workplace, RMHC-M offers a supportive work environment along with a competitive benefits package that includes medical, dental, and vision coverage, a generous retirement contribution, life insurance, and paid time off to promote work-life balance.

### **How to Apply**

There's no such thing as a perfect candidate. You don't need 100% of the listed skills and experience to add incredible value to our team. Persons of color and LGBTQIA+ individuals are encouraged to apply, as the strength of our team stems from our diversity.

If interested in this opportunity, please submit a cover letter, resume, and three references by Thursday, March 19 by email to: [jobs@theemployergroup.com](mailto:jobs@theemployergroup.com).