

**Position**

**summary**

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**Position Summary:**

The Volunteer and Community Outreach Manager is responsible for recruiting, managing, and supervising volunteers who support daily operations and enhance the family experience, while developing community outreach connections and/or programs that align with RMHC’s mission to support out-of-town families with children receiving medical care. Additionally, this role serves as the Advisor to the RMHC Teen Board, mentoring youth leaders and guiding them to develop impactful service projects and leadership skills. This position requires strong organizational, interpersonal, and mentoring abilities to engage the community and inspire the next generation of leaders.

This is a full-time, hourly (non-exempt) position eligible for benefits, PTO, and holiday pay as outlined in the Employee Handbook. Some evening and weekend availability is required to support RMHC’s mission.

**Reports to:** Director of Development & Programs

**Salary Range:** $23.00 - $27.00 DOE

**Responsibilities (95%):**

**Volunteer Coordination**

* Recruit, onboard, and train volunteers for RMHC programs, events, and daily operations.
* Maintain a volunteer database, tracking hours, roles, and impact metrics.
* Manage and communicate volunteer schedules and activities, ensuring alignment with organizational needs.
* Establish relationships with volunteers, providing regular communication and recognition initiatives.
* Identify areas for volunteer program growth and development in collaboration with RMHC leadership.
* Update and maintain volunteer manuals, policies, and agreements to ensure a safe and welcoming environment.
* Coordinate large volunteer groups, facilitating mission-based engagement opportunities.
* Provide volunteer coverage when necessary and coordinate substitute coverage as needed.
* Support RMHC fundraising and development efforts by identifying volunteer needs for special events.
* Research and implement new volunteer training tools, such as videos and workshops.
* Update digital bulletin boards with in-house and community engagement opportunities.

**Community Outreach**

* Develop relationships with schools, businesses, civic groups, and other organizations to promote RMHC’s mission and recruit volunteers.
* Represent RMHC at community events, service fairs, and outreach activities.
* Collaborate with the communications team to create marketing strategies that promote volunteer opportunities.
* Organize and execute community engagement events, including drives and fundraisers.
* Maintain a database of community partners and engagement activities to track collaboration and program growth.

**Teen Board Advisor**

* Recruit, onboard, and mentor RMHC Teen Board members.
* Facilitate monthly Teen Board meetings, ensuring agendas align with RMHC’s goals.
* Guide Teen Board members in planning and executing service projects and fundraising initiatives.
* Provide volunteer opportunities that foster leadership, teamwork, and mission-driven engagement.
* Oversee the Teen Board’s Flamingo Flock fundraiser, coordinating logistics and outreach efforts.
* Serve as a liaison between the Teen Board and RMHC leadership.

**Make-a-Meal Program**

* Manage meal volunteer inquiries, communicate guidelines, and ensure timely engagement.
* Welcome meal volunteer groups, providing facility orientation and meal preparation guidance.
* Maintain accurate meal schedules and internal communications regarding meal programs.
* Update digital bulletin boards with meal schedules, menus, and reminders for families.
* Track program participation and generate reports on program effectiveness.
* Develop outreach strategies to recruit new meal sponsors and volunteer groups.

**Other Duties as Assigned (5%)**

* Assist with other projects, administrative tasks, or communications-related duties as needed to support RMHC INW’s mission.

**Qualifications/Skills:**

**Interpersonal and Organizational Skills:**

* Ability to work independently and collaboratively.
* Strong customer service skills.
* Professional judgment and leadership experience.
* Dependability and ability to manage multiple priorities.
* Strong verbal and written communication skills.
* Ability to build relationships with volunteers and recognize their skill sets.
* Prior experience working in a nonprofit organization preferred.
* Ability to adapt to evolving needs and organizational priorities.

**Technical Skills:**

* Proficiency in MS Office (Word, Excel, Outlook) and database management.
* Experience with volunteer management software preferred.
* Ability to operate and maintain office equipment, including telephones, printers, and security systems.

**Education & Additional Requirements:**

* Bachelor’s degree or equivalent work experience preferred.
* Bilingual skills preferred.
* Must have reliable transportation and the ability to drive light-duty vehicles.

**Working Conditions/Physical Demands:**

* Some physical tasks associated with facility may be required, including inventory management.
* Occasional lifting and carrying moderate-weight items.
* Standing and/or sitting for extended periods.
* Public speaking and confidence in public presentations.

**Equal Employment Opportunity (EEO) Statement:**

Ronald McDonald House Charities of the Inland Northwest believes that every employee has the right to work in an environment free from discrimination. It is our policy to hire, compensate, promote, transfer, discharge, and make other employment-related decisions without regard to an individual’s race, color, sex, religion, creed, age, marital status, national origin, sexual orientation, the presence of any sensory, mental, or physical disability, genetic information, gender identity or expression, veteran status, or any other basis protected by federal, state, or local law.