

Director of Mission Services



Position Summary: The Director of Mission Services serves as the executive leader responsible for the strategy, growth, and operational excellence of all mission programs at Ronald McDonald House Charities of Inland Northwest. This role ensures every family experiences compassionate, high-quality care while leading the organization's mission delivery through innovative programming, operational excellence, and strategic expansion.

The Director provides leadership for the Ronald McDonald House, Family Room Programs, Care Navigation services, Volunteer Services, Facilities, and future mission initiatives. As a member of the Executive Leadership Team, this position partners with the Executive Director to identify opportunities for growth, strengthen healthcare partnerships, and develop innovative programs that remove barriers, strengthen families, and promote healing.

The Director of Mission Services is responsible for building systems, developing leaders, and creating operational excellence that allows RMHC of the Inland Northwest to serve more families with greater impact while preparing the organization for future growth.

This is a full-time, exempt (salaried) position eligible for benefits, paid time off, and holiday pay as outlined in the Employee Handbook. Occasional evening and weekend availability is required to support RMHC INW's mission and events.

Reports to: Executive Director

Salary Range: \$82,430-\$104,333

Responsibilities:

Leadership Responsibilities

- Serve as a member of the Executive Leadership Team.
- Translate organizational strategy into operational execution.
- Develop long-term plans for mission growth and service expansion.
- Build a culture of servant leadership, accountability, innovation, and continuous improvement.
- Lead and mentor managers and supervisors across Mission Services.
- Foster collaboration across Development, Finance, Marketing, and Administration.

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- Champion the RMHC mission internally and externally.

Strategic Growth & Mission Expansion:

- Develop strategies that expand RMHC services throughout the Inland Northwest.
- Identify opportunities for new Family Rooms, hospitality programs, Care Navigation services, and community partnerships.
- Strengthen relationships with hospital and healthcare partners.
- Evaluate community needs and develop recommendations for new mission initiatives.
- Lead implementation of new mission programs from concept through launch.
- Use data and family feedback to guide strategic decisions.
- Partner with the Executive Director on strategic planning and organizational priorities.

Operational Oversight:

- Provide executive oversight of Ronald McDonald House operations.
- Lead Family Rooms and Care Navigation programs.
- Oversee Volunteer Services including recruitment, training, engagement, and recognition.
- Lead Facilities, safety, capital planning, vendor management, and emergency preparedness.
- Ensure compliance with RMHC Global standards and regulatory requirements.
- Monitor quality, family satisfaction, operational performance, and continuous improvement.

Financial & Operational Stewardship:

- Develop and manage Mission Services budgets.
- Monitor operational KPIs.
- Recommend capital improvements and operational investments.
- Ensure efficient stewardship of organizational resources.

External Leadership:

- Represent RMHC with hospitals, community organizations, government agencies, volunteers, corporate partners, and RMHC Global.
- Build strategic partnerships that increase mission impact.

Qualifications:

- Passion for the RMHC mission and a strong commitment to serving families with compassion and integrity.
- Bachelor's degree required (fields such as nonprofit management, communications, public relations, business, or related areas); Master's degree preferred. Or relevant work experience.
- Minimum of 7 years of leadership experience in nonprofit fundraising, family services, or community engagement.
- Proven supervisory experience with multi-functional teams.
- Strong communication, organizational growth, and strategic planning skills.

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- Proficiency in donor management systems, social media, and Microsoft Office Suite.
- Strong financial, operational, and relationship management skills.
- Ability to manage competing priorities and maintain professionalism in a fast-paced environment.

Working Conditions/Physical Demands:

- Some lifting and carrying required (up to 35 pounds).
- Standing or sitting for extended periods.
- Occasional evening and weekend work required for events or outreach.
- Must be able to travel locally between RMHC INW sites and partner locations.

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.

I have read and understand this job description, attest that I meet the qualifications and agree to the terms.

Employee Signature

Date