



Job Description

Position: Volunteer Program Coordinator
Department: House Operations
Reports to: Volunteer Program Manager
Hours: Part time – hourly (20 to 30 hours a week)
\$16.00 hourly
Flexible schedule (starting at 10:00 am)

Mission

At Ronald McDonald House Charities of South Florida (RMHC SFL), we provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare. www.rmhcsouthflorida.org

Values and Guiding Principles

As an employee of Ronald McDonald House Charities of South Florida, it is your personal responsibility to provide a positive experience for all guests, supporters, volunteers and other mission partners. You should accomplish this by embodying our core values of compassion, hospitality, trustworthiness, kindness, and professionalism in all your interactions.

Position summary:

The Volunteer Program Coordinator plays a key role in supporting the mission of RMHC South Florida by overseeing logistics and coordination of volunteer programs: Meals from the Heart, Healthy Hour and other House Activities. ***(See description of each program in addendum).***

This role is highly operational and requires strong attention to detail, communication skills, and the ability to manage multiple activities in a dynamic, hospitality-focused environment.

Administrative Responsibilities

- Manage the program calendar and coordinate all logistics with volunteer groups to schedule lunch and dinner offerings seven days a week through “Meals from the Heart” program, Healthy Hour and House Activities.
- Coordinates and distributes communication materials (digital and print flyers) for all in-house meals and activities to ensure families remain informed and engaged throughout their stay at the Ronald McDonald House.

- Communicate clear expectations to all meal & activity volunteers, including:
 - Group size and roles (meals & activities)
 - Check in procedure and arrival logistics (activities)
 - Dietary guidelines and allergen awareness (meals and activities)
 - Kitchen procedures and arrival logistics (meals)
 - Ensure adherence to food safety, sanitation, and kitchen operational standards, including kitchen cleanliness and allergen awareness.
- Maintain accurate records in the CRM system of:
 - Volunteer participation and hours
 - Meals served and program outputs
 - Volunteer led activities
 - Value of contributions and any in-kind donations of those programs
- Prepare monthly volunteer impact summaries, attendance logs, and metrics to support internal reporting to Volunteer Manager and leadership.
- Attend monthly staff meetings.

Volunteer Program Responsibilities

- Serve as the primary on-site point of contact for volunteer groups, ensuring a welcoming, organized, and mission-driven experience.
- Coordinate and send timely acknowledgment thank you letters to volunteer groups.
- Work with Operations team to proactively monitor supply levels and wish list items to ensure uninterrupted operations.
- Collaborate with development department to share group related articles and photos for newsletters, social media and volunteers of the month program.

Working conditions

- Must be comfortable walking, standing and navigating in the facility and on medical campus.
- Occasional bending, reaching, and carrying boxes or equipment.
- Seating at a computer station.

Qualifications:

- Bachelor's degree in communications, hospitality, and/ or administration.
- Proven experience in a self-directed work environment and successful project management execution.
- Strong written and verbal communication skills
- Proficient with computers: Microsoft Office, Word, Power Point, Excel

Volunteer Programs Descriptions:

Meals from the Heart Program

- Meals from the Heart program ensure families receive daily, nourishing meals provided by volunteers, community groups, or restaurant partners.
- Proactively identify open dates on the meal calendar and reach out to local organizations, businesses, and individual donors to secure meal sponsorships or in-kind support.
- Maintain regular communication with meal volunteers to confirm logistics, group size, dietary guidelines, kitchen procedures, and arrival times.
- Ensure all meals follow proper food safety and hygiene standards, including kitchen cleanliness and allergen awareness.
- Welcome and support volunteer groups on-site, providing orientation and supplies needed for meal preparation and service.
- Track meal service data, including number of meals served and volunteer hours, and include this in program reports and donor recognition effort
- Assist Operations Team in securing wish list items for the meals program: gloves, hairnets, utensils, paper plates, etc.

Healthy Hour

- Overall scheduling of community partnerships and sponsors for the implementation of weekly Healthy Hour activities and workshops that create a comforting and healing environment for guest families.

House Activities

- Volunteers can bring joy and a sense of normalcy to the children and families staying at Ronald McDonald House. Activities can range from arts and crafts to game nights, karaoke, book reading, movie nights and holiday theme parties.