



Job Title: Director of Volunteer Services

FLSA: Exempt

Reports To: Chief Program Officer

Last Revised: August 15th, 2025

Position Purpose: The Director of Volunteer Services is a vital member of the RMHC Richmond team, responsible for leading a volunteer program that supports family-centered care for children receiving medical treatment. This role oversees recruitment, training, engagement, and retention of volunteers and interns, while ensuring alignment with all staff and program needs.

Essential Duties and Responsibilities:

- Work with all the members of the Ronald McDonald House Charities of Richmond staff to achieve the goal of providing the best possible family centered care experience for guests with children receiving medical care in Richmond.
- Maintain open communication with all RMHC Richmond Staff.
- Lead RMHC Richmond's efforts toward achieving Service Enterprise certification by spearheading initiatives and ensuring all program requirements are fulfilled.
- Recruit volunteers and interns through recruitment events and online recruitment platforms.
- Ensure volunteers and interns complete the appropriate training in collaboration with the Program Managers.
- Train and lead staff to effectively engage, direct, and delegate tasks to volunteers and interns.
- Provide ongoing program support for volunteers at all program locations, which includes actively collecting feedback from staff, volunteers, and interns.
- Develop and maintain stewardship activities to support retention of volunteers.
- Plan and lead the Volunteer Appreciation Event.
- Create and implement skilled volunteer opportunities.
- Maintain the volunteer database and utilize it to support administrative efficiencies of the volunteer program.
- Maintain and regularly update materials for the Volunteer Program
- Maintain ongoing communication with Volunteer Departments at all partner hospitals to ensure successful placement of volunteers within in-hospital programs.
- Work with the Director of Marketing to create volunteer communications and recognition through newsletters, social media, and other channels.
- Collaborate with the development team to ensure volunteer presence at RMHC Richmond special events including recruitment, communications, and managing volunteers at events.
- Support volunteer recruitment for other fundraising event opportunities as needed.

- Cultivate relationships with volunteers, recognizing potential donors, sponsors, and other key individuals, and relay these opportunities to the development team.
- Visits all hospital locations with RMHC Richmond programs to support volunteers and provide coverage as needed.

Knowledge and Skills:

- Exceptional communication skills and ability to interact with people of diverse backgrounds.
- Strong problem-solving and time management skills.
- Highly motivated self-starter with ability to think strategically, work independently, as well as collaboratively.
- Demonstrate a commitment to service, organizational values, and professionalism through appropriate conduct and demeanor.
- Demonstrate respect for the privacy and confidentiality of all volunteers, team members, and house guests.
- Demonstrate commitment to the successful operation of RMHC Richmond programs.
- Proficient in Microsoft Office and general database software; familiarity with Volgistics or other volunteer databases preferred.

Education and Work Experience:

- A bachelor's degree in social sciences or related field preferred
- Five years' experience in volunteer management preferred or related field; OR
- At least five years of leadership or people management experience
- Project management experience preferred.
- Bilingual in Spanish preferred.

Essential Functions:

- Must be physically able to lift a minimum of 25 pounds.
- Adhere to all hospital policies, completing mandatory training, and meeting FLU vaccination requirements.
- Have a valid driver's license.

Compensation Package:

- Full-time. Requires flexibility for after-hours operations including weekends as needed.
- Salary: commensurate, based on experience.
- Competitive Benefits: Health, vision, dental, 403 b plan, sick and paid time off, major holidays off.
- Monthly cell phone reimbursement.

Interested & qualified candidates, please send a cover letter and resume to hr@rmhc-richmond.org.