

# Job Description



## **JOB TITLE: Volunteer Services Manager**

Reports To: Chief Program Officer

Last Updated: 01/30/2026

Status: Full Time Exempt

## **SUMMARY OF ROLE**

The Volunteer Services Manager leads the development, implementation, and continuous improvement of RMHC Richmond's volunteer program to support high-quality, family-centered care for guests with children receiving medical treatment in the Richmond area. This role is responsible for recruiting, training, supporting, and retaining volunteers and interns across all RMHC Richmond programs, while ensuring alignment with organizational goals, partner hospitals, and Service Enterprise standards.

All RMHC employees are expected to embrace our **Values** of:

We lead with compassion

We are deeply respectful

We act with integrity

We are firmly committed

## **ESSENTIAL DUTIES**

include but are not limited to:

1. Collaborate with staff across departments to coordinate volunteer support and ensure a high-quality, family-centered care experience.
2. Lead Service Enterprise certification efforts by planning, coordinating, tracking, and completing all program requirements.
3. Recruit volunteers and interns through events, online platforms, and applicant tracking.
4. Coordinate and deliver volunteer and intern onboarding and training with Program Manager support to ensure completion before placement.
5. Train and coach staff effectively engaging, directing, and delegating tasks to volunteers and interns.
6. Provide ongoing volunteer support by conducting check-ins, gathering feedback, and implementing program improvements.
7. Implement volunteer stewardship and retention strategies through recognition and engagement initiatives.
8. Plan and execute the annual Volunteer Appreciation Event, including logistics, communications, and on-site management.
9. Develop and implement skilled volunteer opportunities by identifying program needs and recruiting qualified volunteers.
10. Maintain accurate volunteer records, generate reports, and use data to improve program efficiency.
11. Update and distribute volunteer and intern materials, including handbooks, training resources, and role descriptions.
12. Communicate regularly with partner hospital volunteer departments to coordinate placements and schedules.

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13. Support volunteer involvement in fundraising and special events, including recruitment, scheduling, and supervision.
14. Conduct site visits to all hospital program locations to support volunteers, address issues, and provide coverage as needed.

## KNOWLEDGE, SKILLS & ABILITIES

- Exceptional interpersonal and written communication skills, with the ability to actively listen, build meaningful relationships, and maintain long-term trust and partnership with families, volunteers, and team members.
- Self-motivated and committed to ongoing professional and technical development, consistently applying new knowledge to the role and sharing insights with colleagues.
- Proactive problem solver who consistently centers the needs of families in all aspects of the work.
- Demonstrates sound judgment and upholds a high standard of ethics and accountability for self and others.
- Authentically embraces and promotes values of inclusivity and diversity in daily practice.

## MINIMUM QUALIFICATIONS

- Bachelor's degree or educational equivalent.
- 2 years experience in managing volunteers; and/or
- 2 years of nonprofit experience; and/or
- Any appropriate and effective combination of any of the above.
- Access to reliable transportation.
- Computer skills, with working knowledge of the primary Microsoft Office programs.
- Ability to successfully pass a background check and other pre-employment screening.

## ADDITIONAL DESIRED QUALIFICATIONS

- Multilingual skills
- Prior experience with Service Enterprise certified organizations.

## PHYSICAL REQUIREMENTS

includes but are not limited to:

- Able to talk and hear, both in person and by phone.
- Able to use hands and fingers in a manner that allows for use of a keyboard and phone.
- Vision abilities required by this job include close vision.
- Able to climb 4 flights of stairs multiple times per shift.
- Able to lift & carry items up to 25 lbs.
- Able to work on a computer for extended periods of time.

## EMPLOYEE ACKNOWLEDGMENT

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Print

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Signed

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Date