**JOB DESCRIPTION**

**Job Title** **Program Services Manager**

**Status** **Part Time, 4 days/week. Hours TBD**

**Reports To** Operations Director

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

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**Summary**

The Program Services Manager is responsible for support services to the RMHCAA families including but not limited to recruiting, screening, educating, on-going support and supervision of volunteers and volunteer activities. Also responsible for Main House management, days/hours TBD. Must be able to work some holidays, weekends as well as some evenings as necessary.

**Essential Job Functions**

**VOLUNTEER PROGRAM MANAGEMENT:­**

* Recruit volunteers utilizing volunteer websites, social media, and other community mediums for (1) Main and Mott Houses, Hospital a la Carte and (2) group volunteers for dinner program and special events.
* Screen, interview, select, train, test and track potential and selected volunteers.
* Coordinate and maintain task lists to meet day-to-day operational and family service needs of both Houses, working closely with House Managers.
* Maintain master volunteer schedule, replace/substitute volunteers as needed.
* Ensure appropriate electronic and hard copy records are kept and updated for all volunteers and family services programs.
* Respond to requests for volunteer information received by telephone and internet.
* Continually provide information regarding procedural changes.
* Address any volunteer performance issues as required.
* Revise volunteer policies as needed.
* Produce the volunteer newsletter monthly.
* Attend special events as needed.
* Recruit volunteers for special events.
* Develop and implement annual volunteer recognition program.
* Act as liaison with UMHS Volunteer Department.
* Plan for and provide annual budget needs.
* Continually assess volunteer duties at each House to ensure experience is beneficial as well as appropriate coverage and support is provided.

**HOSPITALITY A LA CARTE**

* Order supplies and maintain inventory for Hospitality a la Carte program.
* Track and report on families served via Hospitality a la Carte program.
* Provide annual budget for Hospitality a la Carte program.
* Working with Mott hospital Administration, manage the Carte schedule within the hospital.

**HOUSE MANAGEMENT**

* Responsible for managerial coverage of the Main House.
* Assign rooms to accommodate eligible families. Assess priorities of family needs in that assignment.
* Assist with checking families in and out, inspect, and ensure readiness of bedrooms and general facility, as needed.
* Ensure appropriate records are kept/updated for all families and operations.
* Enter family records/info into appropriate databases.
* Maintain supportive and open communication with families, House Operations Director and coworkers.
* Report matters of concern in a timely manner to the House Operations Director.
* Encourages and facilitates a sense of community and restful atmosphere among families.
* Collects and secures donations as appropriate.
* Follows documented systems, guidelines, procedures to support facility operations.
* Follows safety and security policies and procedures.
* Train, manage and support volunteers in all tasks assigned and aspects of House operations.
* Respond to building emergencies and immediately notify House Operations Director.
* Facilitate family needs and/or direct to support services, i.e. social work, day care, concierge, security transport, etc.
* Greet and orient volunteer dinner groups.
* Oversee cleanliness of House and stocking of supplies.
* Inventory & order needed supplies, including the Dairy Fridge, as needed.
* Ensure family rooms are stocked, tidy, clean & maintenance issues addressed.
* Troubleshoot and confirm maintenance issues are handled.
* Answer phones, accept & process walk-in donations...
* Maintain supply of forms as needed, i.e. wait list, wish list, donation, maintenance, parking permits, etc.

**DINNER PROGRAM**

* Coordinate the Cooking Up Comfort & Restaurant Delivery programs.
* Maintain the dinner calendar & communication with supporters.
* Process monetary contributions when necessary.
* Work with internal departments to promote & support the ongoing success of the dinner program.

**OTHER**

* Perform other duties incidental to the work outlined in this position description as requested by the Executive and/or Operations Director.
* Contribute to RMH team efforts by maintaining positive, supportive and flexible working relationships with fellow staff and volunteers in the mutual pursuit of providing comfort and care to families of seriously ill or injured children being served by the Ronald McDonald House Charity Ann Arbor.

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| **Education and Experience** – An equivalent combination of education, training and experience will be considered |

* Experience that demonstrates competency in managing programs and staff effectively.
* Ability to work collaboratively with a wide range of people and personalities.
* Flexible, diplomatic, trustworthy, creative, poised and maintains a supportive and cheerful attitude.
* Maintains a professional manner in order to work with families, visitors, volunteers, and staff.
* Ability to maintain confidential matters.
* Flexibility to work holidays and possible weekends and/or weekdays and evenings as needed, and to remain onsite until relief coverage arrives, as required.
* Organizational skills and attention to detail are essential.
* Able to express oneself in an articulate and effective manner both verbally and in written communication.
* A multi-tasker with strong organizational skills and the ability to wear many hats in a fast-paced environment.
* Proven self-starter who works independently.
* Works collaboratively with a wide range of people and personalities,
* Enthusiastic, energetic, flexible, creative and willing to work as a team member.

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| **Work Environment** – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job. |

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, must be available to work irregular hours and occasional weekends. The noise level in the work environment is usually moderate. Ability to travel if required.

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| **Physical Abilities** that are commonly associated with the performance of the functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. |

* Light sedentary office work. Frequently required to sit
* Physically able to travel between RMHCAA locations and others via personal vehicle or similar.
* While performing the duties of this job, the employee is regularly required to hear, see, stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel; talk or hear.
* Must be physically capable of carrying 35 lbs.