

Ronald McDonald House Delaware

Position Description

Position: Activities Coordinator

Reports to: Director of Volunteer Services

FLSA Status: Exempt: _____ Nonexempt: X

Employment Status: Full-time: X Part-time: _____

Location: Wilmington, DE

Hours: Monday through Thursday 11:30am-7:30p; Fridays 8am-4pm with one weekend day per month required to facilitate family activities. Flexibility of hours is necessary to participate in required staff training or to facilitate seasonal activities.

Position Summary:

The Activities Coordinator plays a key role in enhancing the experience of families staying at Ronald McDonald House. The individual in this role is responsible for developing, planning, coordinating, and engaging inclusive activities for families staying at Ronald McDonald House, as well as coordinating and leading volunteers to assist in the delivery of activities. This position serves as a positive liaison for our community volunteer groups and ambassador of our mission.

Essential Job Functions:

The essential job functions include, but are not limited to the following:

Managing Activities

- Plan and coordinate a minimum of five organized activities for families each week.
- Lead activities with assistance from volunteers.
- Maintain high standards of hospitality and customer service in all interactions.
- Accommodate spontaneous activities to meet family/ House needs.
- Communicate activities to families and RMH staff.
- Manage and lead Seasonal Family Activity Initiatives, including Holiday Workshop.
- Cultivate relationships with community partners to provide discounts or donations to local activities and events for families.
- Establish and maintain ongoing communication with community groups.
- Ensure established guidelines for family activities are followed.
- Maintain the organization of playroom and craft areas.
- Maintain and regularly update the Activity Binder.
- Coordinate disbursement of passes and tickets to events donated to Ronald McDonald House.
- Coordinate portable Family Activity Kits for families to utilize both the House and Hospital.
- Order necessary supplies, maintain inventory, and track activity budget.
- Collect and analyze attendance data and participant feedback to continuously improve activity options.
- Maintain and respect confidential information related to families, volunteers, donors and House operations.

Volunteer Relations

- Nurture and retain new and current volunteers by providing exemplary customer service.
- Serve as main point of contact for Family Activity inquiries and respond to new requests in a timely manner.
- Greet and supervise scheduled volunteers. Lead them in their scheduled activity.
- Ensure all volunteers receive appropriate orientation and training.
- Provide House tours.
- Oversee the ongoing training and delivery of feedback to volunteers.
- Maintain Volunteer Records and schedules in Bloomerang.
- Participate in volunteer recognition.
- Attend speaking opportunities as approved by the Director of Volunteer Services or President & CEO to act as an ambassador for the House.

Family Relations

- Engages families with empathy and compassion to foster a supportive, inclusive, and trusting environment.
- Generate enthusiasm and participation from families for all activities.
- Communicate regularly with Hospital Child Life partners.
- Work collaboratively with Social Worker to identify date(s) times to host so families may attend/engage.

Perform other duties as assigned by President & CEO and Director of Volunteer Services.

Qualifications & Skills:

- Must be creative, kind, patient and compassionate.
- Independent, self-starter who is highly energetic and enthusiastic about working with people.
- Exceptional interpersonal skills, including the ability to have respectful and effective face-to-face & telephone interactions even in challenging circumstances.
- Strong organizational and leadership skills.
- Communicate effectively both verbally and in writing.
- Ability to work independently; manage multiple projects at a time with high degree of accuracy and diligence and the big picture; operate comfortably in a fast-paced environment.
- Collaborator that engages with other staff, volunteers, donors, and RMH Delaware families.
- Proficient in Microsoft Office and design tools such as Canva, Adobe Pro, etc.
- Bi-lingual in English and Spanish highly preferred.

Education:

- Bachelor's degree required. Interest or studies in Nonprofit management/Operations/ Child & Family Studies preferred.
- Previous experience as an activity coordinator or 1-2 years of experience planning activities and events for children and families preferred.

Work Environment and Physical Requirements:

- Work is performed on-site, in an office environment requiring regular use of computers, telephones, printers, copiers, and other standard office equipment. Screen time is common in this position.
- Employee is regularly required to communicate with small groups of volunteers, give instructions, and lead a structured tour.

- Employee is regularly required to sit, stand, walk, reach, bend, kneel, crouch, and lift materials up to 25 lbs.