



Ronald McDonald House Charities Connecticut & Western Massachusetts

Ronald McDonald House Connecticut and Western Massachusetts supports families with children who are ill or injured. The mission of Ronald McDonald House of Connecticut and Western Massachusetts is to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare. Our vision is a world where every family has what they need to ensure the best health outcomes for their children.

Each year, our House programs serve as a home away from home for hundreds of families around the country and the world. We have served over 25,000 families as their children seek essential healthcare and saved families over \$2.3 million in hotel and food costs in 2025.

RMH CTMA Programs:

Ronald McDonald House: New Haven opened in 1985 on George Street in New Haven, CT. The current House, located at 860 Howard Ave in New Haven, was built in 2017 and has 30 guest rooms. Ronald McDonald House New Haven supports Yale New Haven Children's Hospital, Bridgeport Hospital, and Stamford Hospital in Connecticut.

Ronald McDonald House: Springfield opened in 1991 at 34 Chapin Terrace, Springfield. It has 20 guest rooms and one respite room. Ronald McDonald House of Springfield supports Baystate Children's Hospital, Shriners Hospital New England, and other local medical facilities in Western Massachusetts.

The Ronald McDonald Family Room at Baystate Children's Hospital opened in October 2024 to provide a quiet place within the hospital, away from medical units, where families can recharge, grab a bite to eat, and rejuvenate during long days of a child's treatment. RMFR BCH provides the care and comfort a family needs, steps away from their child's bedside.

OPERATIONS AND VOLUNTEER MANAGER Ronald McDonald House: New Haven

KEY COMPETENCIES

Values & Trust – Keeps the mission and priorities of Ronald McDonald House Connecticut and Western Massachusetts at the forefront when making decisions that impact our service to families. Acts with honesty and integrity in all matters. Treats others fairly. Represents Ronald McDonald House Connecticut and Western Massachusetts well in deeds and actions.



Compassion – Acts in a caring and inclusive way towards all guests, volunteers, and co-workers, regardless of relationships with them and without regard to any individual differences.

Adaptability – Open to and embraces change and new ideas. Demonstrates flexibility in doing things differently. Can adapt quickly without reservation. Is supportive and consistently reliable in executing changes in methodology or process.

Problem-Solving – Can find effective solutions to problems; demonstrates ownership, is proactive, and resourceful. A creative thinker who can carefully analyze a situation and is determined to resolve issues effectively.

Communication – Strong interpersonal and communication skills to effectively interact with stakeholders, including the Board of Directors, Advisory Councils, volunteers, staff, and donors.

Description

Reporting to the Chief Operating Officer, the Operations and Volunteer Manager oversees house operations, facilities, volunteer leadership, and volunteer-driven programming to ensure a safe, well-maintained, welcoming, and mission-centered environment for guest families.

The Operations and Volunteer Manager supervises Housekeeping and Maintenance staff and collaborates closely with internal departments, volunteers, community partners, and vendors to ensure operational excellence while upholding Ronald McDonald House Connecticut and Western Massachusetts commitment to compassion, hospitality, and family-centered care.

Roles and Responsibilities

House Operations & Facilities

- Oversee daily House operations to ensure a safe, clean, organized, and welcoming environment.
- Supervise Housekeeping and Maintenance staff, including hiring, onboarding, scheduling, training, and performance management.
- Coordinate routine inspections of guest rooms, kitchens, offices, and common areas; address maintenance or safety concerns promptly.
- Manage preventive maintenance schedules, work orders, vendor relationships, inventory, and purchasing.
- Collaborate with the COO on capital projects, renovations, and long-term facility planning.
- Ensure compliance with all safety, health, fire, licensing, and regulatory requirements.
- Serve as a point of contact for facility-related emergencies and after-hours operational issues.
- Monitor facility-related budgets and identify cost-saving opportunities.



Volunteer Leadership & Programming

- Lead volunteer recruitment, onboarding, training, scheduling, supervision, and retention.
- Cultivate and maintain strong relationships with community organizations, corporate partners, schools, and service groups.
- Ensure volunteers are informed, supported, and engaged in meaningful, mission-aligned service.
- Track volunteer participation and hours; support recognition and appreciation efforts.
- Plan, coordinate, and oversee all volunteer-driven programs, including but not limited to:
 - Meals from the Heart
 - Bites on the Go
 - House Volunteers
 - Community Service Days
 - Event and activity volunteers
- Manage volunteer calendars, kitchen access, supplies, logistics, and communications.
- Post and communicate weekly meal and activity schedules for guest families.

Family Experience & Mission Support

- Model Ronald McDonald House Connecticut and Western Massachusetts commitment to hospitality, dignity, and culturally responsive care.
- Respond to family concerns related to facilities, meals, volunteers, or operations.
- Collaborate with the Family Services Manager to enhance the overall guest family experience.
- Provide backup operational or guest services support, including participation in rotating on-call coverage.

Administrative & Organizational Leadership

- Maintain accurate records related to facilities, volunteers, scheduling, and operations.
- Assist with reporting, audits, inspections, and planning efforts.
- Participate in cross-departmental meetings and organizational initiatives.
- Prepare reports and participate in Advisory Council meetings, including evening meetings as required.
- Document incidents, guest interactions, and follow-up actions accurately and confidentially.
- Support Ronald McDonald House Connecticut and Western Massachusetts events and initiatives as assigned.
- Actively advance Ronald McDonald House Connecticut and Western Massachusetts commitment to Diversity, Equity, Inclusion, and Belonging (DEIB) in all areas of responsibility.

Chapter

- Always represent Ronald McDonald House Connecticut and Western Massachusetts as a professional team member and advocate for the organization's mission in all interactions.
- Represent the Ronald McDonald House Connecticut and Western Massachusetts



at speaking engagements and presentations when assigned.

- Provide support to Ronald McDonald House Connecticut and Western Massachusetts departments and events as needed and requested.
- Actively embrace and advance Ronald McDonald House Connecticut and Western Massachusetts commitment to Diversity, Equity, Inclusion, and Belonging (DEIB) in all aspects of guest, staff, and volunteer engagement.

Preferred Professional Experience

- Bachelor's degree in nonprofit management, hospitality, facilities management, human services, business administration, or related field; or equivalent experience.
- 3–5 years of operational experience, preferably in a nonprofit, hospitality, healthcare-adjacent, or community-based organization.
- Prior nonprofit experience required.
- Experience supervising both volunteers and staff.
- Facilities or House operations experience is strongly preferred.
- Spanish-language proficiency preferred.

Knowledge, Skills & Abilities

- Demonstrated experience supervising volunteers and staff.
- Experience in facilities or House operations preferred.
- Ability to thrive in a fast-paced, mission-driven environment with complex responsibilities and competing priorities.
- Experience working collaboratively as part of a multidisciplinary team in a healthcare or human services setting.
- Strong leadership, relationship-building, innovative problem-solving, and conflict resolution skills.
- Forward-thinking mindset with the ability to identify opportunities, challenge existing practices, and contribute innovative ideas.
- Proficiency in Microsoft Office applications and experience with database entry, maintenance, and reporting.
- Excellent organizational skills with strong attention to detail and consistent, dependable follow-through.
- Collaborative professional who can build and sustain positive relationships with staff, volunteers, vendors, donors, and external partners.
- Demonstrated respect for and commitment to working with individuals from diverse cultural, social, and economic backgrounds.

Work Environment & Schedule Requirements

This position operates in a professional environment and routinely uses standard office equipment, including computers, phones, copiers, and filing cabinets. An employee must meet the physical demands described here to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to stand, walk, sit (at a desk), climb stairs, and perform small maintenance tasks as needed. The employee will occasionally lift or move up to 50 pounds.



Working conditions include, but are not limited to, the following:

- This position operates within a non-traditional work environment that values creativity, collaboration, flexibility, and work-life balance, while supporting a mission-driven, dynamic, and family-centered organization.
- This is a full-time role requiring a combination of weekdays/evenings and weekend hours, including participation in a rotating weekend on-call schedule. Flexibility is essential to support a 24/7, 365-day program.
- Travel between all Ronald McDonald House program locations in New Haven, CT, and Springfield, MA is required.
- Occasional overnight travel may be necessary to support program operations, meetings, trainings, or organizational needs.
- Reliable personal transportation is required to meet travel and on-call responsibilities.

Equal Opportunity Employer

The Operations Manager position is Full-time, Exempt, and reports directly to the COO, with a program location in New Haven, CT.

Interested applicants are encouraged to send a cover letter and resume to Celine Hamilton Quill via email: chamiltonquill@ronaldmcdonaldhousectma.org