

**Ronald McDonald House Southwestern Ontario  
Position Description**

**Job Title:** Community Engagement and Impact Intern, Programs  
**Reporting to:** Manager, Volunteer Programs and Services  
**Updated:** March 2019

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**JOB SUMMARY:**

Ronald McDonald House Charities Southwestern Ontario is seeking a qualified summer Engagement and Impact Intern to assist the Volunteer/Family Programs and Services Team to expand our programs to allow us to meet our mission of *Keeping Families Close*. The successful candidates will gain experience in project management, program development, communications, and event planning /event execution. The Engagement and Impact Intern will assist the Leadership team in all areas of program and event planning, communication and marketing, donor stewardship and community engagement as necessary, with a special focus on event support; including volunteer coordination and working with volunteer committees through exciting, high profile events.

This position will report to the Manager of Volunteer Programs and Services. The intern will also work closely with the leadership team and program specialists

**GENERAL RESPONSIBILITIES:**

The position will serve as a key support for RMHC-SWO program services, volunteer services and family services. The Intern's responsibilities include, but are not limited to:

- Program Enhancement:
  - Researching and creating new logistics tools to enhance program delivery
  - Creating program materials for advertising, family use and volunteer recruitment
  - Researching and developing a donor stewardship structure for internal programs
  - Assisting in sponsorship coordination and donor stewardship as appropriate
  - Assisting in program activities as required
  - Providing event support for community/or internal events
- Volunteer Support and Coordination:
  - Supporting all aspects of volunteer coordination; data entry in proprietary system
  - Supporting and enhancing stewardship activities
  - Review and develop existing volunteer materials and toolkits
- Family Services:
  - Working with the Family Services team to constantly improve guest experience;
  - Working with Communications Specialist to support RMHC-SWO app and/or family communications
  - Exploring, proposing and creating of a feedback platform for guests.
  - Assist with the creation of information materials
- General Support:
  - Reception and general House support occasionally; answering main telephone line, keeping kitchen and living areas tidy, preparation of guest rooms.

**COMPENSATION:**

Hourly rate: \$14.00-\$16.00/hour; 37.5 hours/week  
Position start: May 6, 2019  
Position end: August 9, 2019  
Hours: 9:00-5:00; with flexibility to work evenings and weekends

This position is being offered through the Canada Summer Jobs program. The program provides funding for not-for-profit organizations, public-sector employers (including most UBC faculties and departments) and private small businesses with 50 or fewer employees to create summer jobs for full-time students.

To be eligible, you must:

- be between 15 and 30 years of age at the start of employment;
- have been registered as a full-time student in the previous academic year;
- intend to return to school on a full-time basis in the next academic year;
- be a student in a secondary, post-secondary, vocational or technical program;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*\*
- be legally entitled to work in Canada in accordance with relevant provincial/territorial legislation and regulations

*\*International student are not eligible.*

**QUALIFICATIONS****Education**

- Enrolled in a relevant University of College program or equivalent post-secondary experience in event planning, communication, marketing, journalism and/ or fundraising

**Experience**

- Experience in event planning, leadership or volunteerism;
- Excellent written and oral communication skills; comfortable engaging with donors, high attention to detail, strong communication skills
- Strong computer skills and adaptability; knowledge of word, excel a must.
- Knowledge of Raisers Edge Donor or Volgistics software is considered an asset

**Competencies**

- Project and time management skills
- Active listener
- Critical thinker with sound problem solving skills

**General**

- Ability to lift 50 lbs. (weight of a box of paper)
- Ability to climb stairs
- Ability to work evenings and weekends as required
- Access to a motor vehicle with a clean driving record
- Police check and TB test required

### **Supervision**

- Interns are expected to be able to work independently on assigned tasks, checking in with leadership as much as necessary for successful completion. Work will be reviewed and approved by managers as appropriate.

### **SKILLS TO BE ACQUIRED**

- New or increased awareness of the logistics behind a hospitality based organization
- New or additional organization skills to be used for event planning and other similar applications
- Gained or additional ability to communicate as a representative of an organization
- New or increased comfort in contacting potential supporters
- New or increased awareness of other elements of fundraising and donor relations beyond events

Please submit resume with cover letter by: **March 22<sup>th</sup>, 2019**

**Attn: Lee Bentum, [KMontfort@rmhc-swo.ca](mailto:KMontfort@rmhc-swo.ca)**

No phone calls please!

We thank all applicants for their interest; only qualified candidates will be contacted.