



RMHC-SWO Volunteer Description

Volunteer Role: Development and Donor Engagement Volunteer

Locations: London/Southwestern Ontario/Northern Ontario

Time Commitment: Flexible

Shift Times: Varies, days, evenings, and weekends

Reports to: Associate Director, Development

Our Mission	We provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.
Our Vision	A world where every family has what they need to ensure the best health outcomes for their children.
Our Values	We lead with compassion, we are deeply respectful, we act with integrity, and we are firmly committed.

The Development and Donor Engagement Volunteer represents RMHC-SWO, supporting the organization's mission and vision. This role involves promoting our goal of deepening and broadening donorship, enhancing donor stewardship, and appreciating the community's generosity. This role will act as an ambassador and will thank donors and elevate their experiences toward additional, new, and renewed support.

Responsibilities include but are not limited to:

1. RMHC-SWO London Tour Support
 - i. Meeting, greeting, and leading tours around the RMHC-SWO London House for dinner groups, baking groups, donors, or community members who want to learn more about RMHC-SWO.
 - ii. Assist with receiving donations during the holiday season throughout November and December to streamline the recognition process.
2. Community Outreach
 - i. Attend and represent RMHC-SWO at community events, ensuring professional and enthusiastic engagement with attendees.
 - ii. Build relationships with community members, local businesses, and volunteers to foster support for RMHC-SWO
 - iii. Promoting RMHC-SWO's programs and services to increase awareness and engagement; and
 - iv. Serving as an RMHC-SWO spokesperson at local engagements, ensuring clear communication of the mission and values.
3. Donor
 - i. Elevate the donor journey by engaging in energetic stewardship, cultivation, and programmatic initiatives

- ii. Regionalize and personalize donor engagements through in-person and virtual conversations, presentations, and appeals
 - iii. Provide donor stewardship as directed by calling recently donated donors to thank them for supporting RMHC-SWO families (scripting provided); and
 - iv. Assist with ‘Thank-a-Thons’ periodically throughout the year (i.e. thank monthly donors for their year-round support, payroll donors, and donors who have contributed to specific campaigns like year-end giving).
4. Administrative Duties
- i. Log conversations in the donor software (training provided); and
 - ii. Support with mailings, solicitations, greetings, and celebrations.

Qualities and Preferred Skills:

- Passion for RMHC-SWO’s mission and dedication to supporting families in need
- Strong interpersonal and communication skills, with the ability to engage diverse audiences
- Excellent organizational and multitasking abilities
- Confidence in delivering RMHC-SWO’s message to groups of varying sizes
- Strong networking and relationship-management skills with community partners and volunteers
- Collaborative approach to working with staff, volunteers, and stakeholders
- Competence in using Microsoft Office, email platforms, and Customer Relations Management software (CRM) tools

Stewardship Volunteer Training Checklist

Chapter Wide Topic	Volunteer Initial	Trainer Initial	Notes
Understanding of RMHC-SWO Mission, Vision, Values			
Reviewed and signed the Volunteer Agreement			
Reviewed and signed Privacy & Confidentiality Agreement			
Reviewed and signed Protecting Children & Vulnerable Persons Acknowledgement			
Reviewed and signed Offense Declaration			
Volunteer Rights & Responsibilities			
Customer Service and Behaviour Expectations			

Trauma Informed Care – Interacting with Families			
Trauma Informed Care – Trauma Free World Training			<input type="checkbox"/> Link provided <input type="checkbox"/> Certificate of proof
Health & Safety – Infection Control			
Health & Safety – Fire Plan & Meeting Spot			
Health & Safety – Emergency Code Response			
Health & Safety – Location of first aid kits, fire extinguishers and AED			
Health & Safety – Reporting of injury and incidents			
Safe Food Handling (if applicable)			<input type="checkbox"/> Link provided <input type="checkbox"/> Certificate of proof
Location to park, sign-in, store personal belongings, pick up key fob and uniform			
Scheduling expectations and self-scheduling credentials and procedure			
Volunteer Handbook provided			
Role & Location Specific Training	Volunteer Initial	Trainer Initial	Notes
Tour of RMHL and RMHFR			
Introductions to key staff members and their roles			
Review tour notes			
Shadow 3 tours with various staff members			
Receive training on Raiser’s Edge to log thank you actions (provided)			