

# Ronald McDonald House Charities of the Inland Northwest

## Job Description: FAMILY SERVICE COORDINATOR

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### **Position Summary:**

The Family Service Coordinator (FSC) assumes front-line responsibility and accountability for the overall care for the families, and the operation of Ronald McDonald House Charities of the Inland Northwest (RMHC INW) managed programs. The FSC coordinates and implements the day-to-day operations of the Ronald McDonald House and/or Ronald McDonald Family Rooms. The Family Services team ensures consistent and quality service to the families we serve by prioritizing the comfort and safety of our guests at each stage of their stay at our facilities.

**Reports to:** Family Service Manager

### **Overview:**

The FSC works with the Family Services team, including Volunteer Services, to manage the daily operations of the program. The FSC is responsible for ensuring the well-being of the families we serve, including the implementation of policies related to families and guest service.

**Wage:** \$17.50-\$20 hourly, Full time

This is a non-exempt position with benefits, and PTO as outlined in the Employee Handbook.

### **Guest/Family Service Responsibilities:**

- The FSC creates and maintains a comfortable and safe environment that encourages family cooperation and a home-like atmosphere by:
- Acknowledging differences in values, cultures, beliefs and ages and responding accordingly with hospitality and respect.
- Processing family referrals and registrations.
- Communicating with guests and recognizing needs and special situations (emotional, medical, financial, etc.) and, when appropriate, referring families to available resources and support organizations with the help of Social Workers.
- Maintaining contact with Social Workers and medical staff to assist in the clarification of RMHC INW policies and procedures.
- Orienting families to RMHC INW programs.
- Performing guest check in/checkout process and maintaining accurate guests records accordingly.
- Maintaining a professional, helpful, sensitive and encouraging demeanor towards guests, volunteers, vendors and public.
- Following policy and process implementation, reporting any variance as needed.
- Facilitating and supporting events and activities for guests, such as meals, holiday celebrations, and offsite recreation.
- Ensuring transportation for families as available and according to prearranged schedule.
- Maintaining communication of any concerns regarding family and/or facility with security guard/staff at the transition of shift.
- Monitoring the overall care of the facility, making sure it is safe, clean, and well-maintained.

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- Performing frequent housekeeping, room turnover, and thorough cleaning duties.
- Developing necessary knowledge of the following systems: electrical, HVAC, water, alarm, technology, snow management, waste management, elevator, vehicles, and laundry, reporting any major repair needs or equipment failures.
- Assisting with the evaluation of needs/services from vendors and offering onsite support.
- Supporting and monitoring community service projects (including: painting, yard work, cleaning, meal preparation, etc.) as directed.
- Responding in the event of an urgent or emergent situation.

### **Administrative Responsibilities:**

- Assisting in the development, review, and update of applicable policies, guidelines, processes, and emergency plans
- Processing monetary and in-kind donation
- Collecting room contributions through billing, donation, and/or by assisting with Medicaid reimbursements
- Maintaining daily log/journal which includes items such as facility activities/needs, and guest incidents
- Submitting service requests for any needed maintenance repairs
- Tracking inventory and communicating needs
- Participating in staff meetings
- Providing professional communications with all who impact Family Services, including the RMHC INW Directors, Board of Directors, operations leadership and fellow employees

### **Additional Responsibilities:**

- Available for fundraising activities as requested
- Available for additional activities or tours as needed

### **Qualifications/Skills:**

This position requires competent skills in leadership, hospitality, and judgement.

Accordingly, the position requires 1 to 3 years demonstrable experience and a successful track record that includes the following functions:

#### Interpersonal, organizational skills:

- Sound assessment of both people and situations to make excellent professional judgments.
- Strong communication skills.
- Multi-tasking ability.
- Compassionate approach to interpersonal dealings.

#### Technical skills:

- Demonstrable level of intermediate computer skills with MS Office [Word, Excel, Outlook, etc.] and information management databases.
- Operation and maintenance of office equipment to include but not limited to: telephone systems [landlines and on occasion, site mobile phone]; printers; copiers; Closed Caption TV; alarm and security systems.

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### **Working Conditions/Physical Demands:**

- Some lifting and carrying required. Must be physically capable of carrying 35 lbs.
- Standing and/or sitting for extended periods of time.
- Physical ability for general maintenance/upkeep of inside/outside the facility.
- Public speaking.