

# Ronald McDonald House Charities of the Inland Northwest

## Job Description: CARE NAVIGATOR

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### **Position Summary:**

The Care Navigator plays a key front-line role in supporting families and managing the day-to-day operations of the Ronald McDonald House Family Rooms at Sacred Heart Children's Hospital. Working collaboratively with the Family Services and Volunteer Services teams, the Care Navigator ensures the well-being of guest families through compassionate care, consistent policy implementation, and a focus on delivering exceptional guest service.

The position is located at The RMHC Family Room in Sacred Heart Children's Hospital.

This is a full-time, hourly (non-exempt) position eligible for benefits, PTO, and holiday pay as outlined in the Employee Handbook. Some evening and weekend availability is required to support RMHC's mission.

**Reports to:** Family Services Manager

**Salary Range:** \$18.00 - \$22.00/hour DOE

### **Responsibilities (95%):**

The Care Navigator is the core liaison between families at Sacred Heart Children's Hospital and RMHC. They work closely with the in-house social work team to ensure families receive the best care possible.

### **Guest and Family Services:**

- Acknowledging differences in values, cultures, beliefs and ages and responding accordingly with hospitality and respect.
- Processing family referrals within the Sacred Heart Children's Hospital System. Completing the registration process with families on site.
- Work with Sacred Heart Children's Hospital social work team in coordination with the Spokane Campus for arrival and ensuring space.
- 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.
- Identification, outreach and follow up regarding patients that are high risk, have a gap score and gaps in care.
- Maintaining contact with Sacred Heart Children's Hospital Social Worker Team, Child Life Team and medical staff to assist in the clarification of RMHC INW policies and procedures.
- Performing guest check in/checkout process and maintaining accurate guests records accordingly within the Sacred Heart Children's Hospital Family Rooms.
- Maintaining a professional, helpful, sensitive and encouraging demeanor towards guests, volunteers, vendors and public. Providing educational materials and comfort items to guests.
- Oversee the Hospitality Cart Program, including inventory management, routine deliveries throughout Sacred Heart Children's Hospital and the training and supervision of volunteers.
- Ensuring transportation for families is available and according to prearranged schedule with the Spokane Campus.

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### **Guest and Family Services (Cont'd):**

- Monitoring the overall care of the facility, making sure it is safe, clean, and well-maintained.
- Responding in the event of an urgent or emergent situation.
- Demonstrates a working knowledge of Family Services responsibilities in both the Spokane Campus and Family Room to effectively support and inform both staff and guests across all locations.

### **Administrative:**

- Assisting in the development, review, and update of applicable policies, guidelines, processes, and emergency plans
- Coordinating with families, social workers and state insurance contacts to ensure State sponsored insurance processes are completed.
- Maintaining daily log/journal which includes items such as facility activities/needs, and guest incidents
- Tracking inventory and ensuring supplies are managed
- 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

### **Other Duties as Assigned (5%):**

- Assist with other projects, administrative tasks, or communications-related duties as needed to support RMHC INW's mission.

### **Qualifications/Skills:**

#### **Interpersonal and Organizational Skills**

- Strong leadership, hospitality, and judgment skills.
- Compassionate and professional approach to interpersonal interactions.
- Ability to work independently and collaboratively.
- Strong verbal and written communication skills.
- Ability to multi-task and manage shifting priorities.
- Sound assessment of both people and situations to make professional decisions.
- Willingness to occasionally work evenings and weekends as needed.
- Leadership skills and ability to oversee and direct the work of volunteers.

#### **Technical Skills**

- Proficiency with general office equipment and basic computer systems.
- Prior experience working in nonprofit or healthcare settings preferred.

#### **Education & Experience**

- Minimum of 1–3 years relevant experience in a related field.
- Background in social work, counseling, or a related area preferred.
- An undergraduate degree in a related field with at least 2 years of experience preferred.

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

- Ability to lift and carry up to 35 lbs.
- Standing and/or sitting for extended periods of time.

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### **Working Conditions/Physical Demands (Cont'd):**

- Occasional physical tasks related to general upkeep of indoor/outdoor facilities.
- Comfortable with public speaking and engaging with diverse audiences.

### **Equal Employment Opportunity (EEO) Statement:**

Ronald McDonald House Charities of the Inland Northwest believes that every employee has the right to work in an environment free from discrimination. It is our policy to hire, compensate, promote, transfer, discharge, and make other employment-related decisions without regard to an individual's race, color, sex, religion, creed, age, marital status, national origin, sexual orientation, the presence of any sensory, mental, or physical disability, genetic information, gender identity or expression, veteran status, or any other basis protected by federal, state, or local law.