

Ronald McDonald House Charities of the Inland Northwest

Job Description: CARE NAVIGATOR



Position Summary:

The Care Navigator plays a key front-line role in supporting families and managing the day-to-day operations of RMHC INW Family Rooms and the Hospitality Cart. Working collaboratively with the Family Services and Volunteer Services teams, the Care Navigator supports the well-being of guest families through compassionate care, consistent policy implementation, and exceptional guest service.

While this position may support multiple RMHC INW locations, it is primarily based 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

Receives day-to-day direction and program coordination support from the Lead Family Services Coordinator, as applicable.

Pay Range: \$39,520–\$45,760 annually, DOE, based on a full-time schedule.

Responsibilities (95%):

Guest and Family Services:

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.

- Acknowledge differences in values, cultures, beliefs, and ages, responding with hospitality, respect, and professionalism.
- Process family referrals within the Sacred Heart Children's Hospital system and complete the registration process with families on site.
- Coordinate with the Sacred Heart Children's Hospital social work team and the Spokane Campus regarding family arrivals, room availability, and related family support needs.
- Communicate with guests to recognize needs and special situations, including emotional, medical, financial, or other support needs, and refer families to available resources and support organizations in coordination with Social Workers, as appropriate.
- Maintain contact with the Sacred Heart Children's Hospital Social Work team, Child Life team, and medical staff to assist in clarifying RMHC INW policies and procedures.
- Orient families to RMHC INW programs, services, expectations, and applicable policies.
- Perform guest check-in and check-out processes and maintain accurate guest records within the Sacred Heart Children's Hospital Family Rooms.
- Maintain a professional, helpful, sensitive, and encouraging demeanor toward guests, volunteers, vendors, hospital partners, and the public; provide educational materials and comfort items to guests as appropriate.
- Coordinate communication and support for Family Room programs, ensuring inventories, supplies, and family resources remain organized and well-stocked.

Ronald McDonald House Charities of the Inland Northwest

Job Description: CARE NAVIGATOR

- Lead the ongoing maintenance, support, and coordination of the Hospitality Cart program in collaboration with the Family Services and Volunteer Services teams.
- Follow established policies and procedures consistently, reporting any variances, concerns, or incidents as appropriate.
- Facilitate and support guest activities and family-centered events, such as meals, holiday celebrations, and other mission-related activities.
- Coordinate transportation for families when available and according to prearranged schedules with the Spokane Campus.
- Maintain communication regarding family, facility, or safety concerns with appropriate RMHC INW staff, hospital staff, and/or security, especially during transitions of coverage or shift changes.
- Monitor the overall care of the facility, helping ensure it is safe, clean, welcoming, and well-maintained.
- Perform routine housekeeping, room turnover, and cleaning duties to help maintain a safe, clean, and welcoming environment.
- Report maintenance, safety, equipment, supply, technology, or facility concerns to the appropriate staff member or through the applicable service request process.
- Support and monitor community service projects, including cleaning, painting, meal preparation, organizing, or other approved service activities, as directed.
- Respond appropriately in the event of an urgent or emergent situation, following RMHC INW and hospital procedures.
- Demonstrate a working knowledge of Family Services responsibilities at both the Spokane Campus and Family Room to effectively support and inform staff and guests across locations.

Administrative Responsibilities

- Assist with the development, review, and update of applicable policies, guidelines, processes, and emergency plans.
- Support and execute program-based projects under the oversight of the Family Services Manager.
- Participate in community outreach initiatives as directed to support RMHC INW's mission.
- Coordinate with families, social workers, and state insurance contacts to support state-sponsored insurance, Medicaid, room contribution, billing, or reimbursement processes, as applicable.
- Process monetary and in-kind donations in accordance with RMHC INW procedures.
- Maintain a daily log/journal documenting facility activities, needs, guest incidents, and other relevant updates.
- Track inventory, communicate supply needs, and help ensure Family Room, Hospitality Cart, and program resources remain organized and well-stocked.
- Submit service requests for maintenance, facility, equipment, supply, or technology needs.
- Participate in staff meetings and other Family Services meetings as requested.
- Provide professional communication with individuals and groups who impact Family Services, including RMHC INW Directors, Board of Directors, operations leadership, hospital partners, volunteers, and fellow employees.
- Assist with fundraising activities, tours, and additional mission-related activities as requested.

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

Ronald McDonald House Charities of the Inland Northwest

Job Description: CARE NAVIGATOR

- 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.
- 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.