

RONALD MCDONALD HOUSE OF CHARLOTTE

Job Description



Job Title:	Family Room Coordinator		
Reports To:	Associate Director of Programs and Operations		
Job Status:	<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	Hours: <u>40</u> / week
			<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt

Job Summary:

Under the supervision of the Associate Director, The Family Room Coordinator is responsible for the day-to-day operation of the Family Room(s) and Hospitality Cart(s). These responsibilities include recruiting, training, and managing the volunteers for the Family Room(s) and Hospitality Cart(s); ensuring that the rooms and hospitality carts are well-maintained, fully operational and include fully stocked supplies; and providing accurate Family Room and Hospitality Cart statistics. Be an active, contributing member of both the Operations Department and overall RMHCGC team.

Essential Functions:

- **Family Room and Hospitality Cart Staffing:** Strategically recruit volunteers through public speaking, community events and social media (in concert with Advancement team) and follow up with interested volunteers. Provide training, encouragement, and supervision to volunteers. Schedule volunteers and coordinate a system of reminders and substitutes. Work closely with the Director of Volunteer Services to develop strategies to recognize and retain volunteers. If a volunteer cannot make their shift, the Family Room Manager is expected to staff the room during that time, when possible. The Family Room Manager strives to keep the Family Room open 90% of the time.
- **Family Room and Hospitality Cart Maintenance:** Responsible for transporting supplies for Family Rooms and Hospitality Carts in a timely manner. Responsible for keeping appliances and computers in working order, with assistance, as needed, from Director of Programs & Operations and/or related hospital staff (ex: Engineering, Information Technology). Oversee cleanliness and condition of the room, furniture, and hospitality cart. Troubleshoot problems that arise in the Family Room with guests, volunteers, keys, computers etc. Ensure a clean, safe, and comforting environment for families.
- **Data Capture and Best Practices:** The Family Room Manager will become a power user of the Family Registry Family Room module. He/She will work with the RMH Global Family Room, Family Registry users group to keep updated on best practices with using the software. The Manager will also be an active participant in the RMH Global Family Room community in Radar to remain updated on best practices.
- **Data:** The Family Room Manager will capture meaningful and accurate data about the programs' usage. This data will be shared with the Director of Operations monthly. The Family Room Manager will solicit feedback from families and hospital partners through various means to evaluate the quality of the program's offerings. Once feedback is received, he/she will engage the Director of Programs & Operations with suggestions about future growth.
- **Promotion:** In coordination with Advancement staff, design and develop promotional materials, as needed.

- Policies & Procedures: Family Room Manager will keep up to date all policies and procedure manuals. He/She will ensure volunteers are current on their hospital paperwork and necessary health information, including annual flu shots. He/She will be familiar with all hospital policies on fire safety, security and maintenance and will communicate these policies to the volunteer base.
- Supervisory Responsibilities: Supervise Family Room and Hospitality Cart volunteers.
- Build and maintain positive relationships with the Volunteer Services staff at partnering hospitals.
- Hospital Liaison: Assist Chief Executive Officer and Director of Programs & Operations in developing and maintaining professional and strategic relationships with management in hospitals where Family Rooms and Hospitality Carts are located.
- Other: Manage other programs (NICU Milestone Cards, etc.) as well as other responsibilities as assigned.

Professional Qualifications:

- Four-year college degree preferred or three years volunteer management experience or other relative experience.

Knowledge, Skills, and Ability:

- Advanced competency of internet-based database systems (example: Family Registry, Office 365, etc).
- Advanced competency of computers with advanced competency in MS Office.
- Able to write reports, business correspondence and procedure manuals.
- Able to perform basic life operational skills of walking, grasping, talking, hearing, standing and repetitive motions.
- Able to lift, carry and move objects weighing 30 lbs.
- Demonstrate initiative, problem solving ability, critical thinking skills, strong communication skills and diplomacy.
- Able to perform duties with minimum direction and supervision.
- Demonstrate positive attitude toward guests, donors, volunteers, RMH staff, and others who come into contact with the Chapter.
- Must complete required hospital training and orientation for each hospital that has a Family Room/Hospitality Cart.
- Demonstrate respect for the privacy and confidentiality of all guests and Chapter information.
- Demonstrate genuine interest in the successful operation of the Chapter
- Valid state issued driver’s license required.
- Be able to move easily throughout the hospital, and with a Hospitality Cart.

Leadership/Management Responsibility:

- No direct reports

Employee:

Date:

Director:

Date:

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