



Ronald McDonald House Charities® Oklahoma City Family Room Manager Job Description

Ronald McDonald House Charities Oklahoma City creates a home-away-from-home and supportive community for families with seriously ill or injured children seeking medical treatment in the Oklahoma City area. As such, the Family Room Manager should feel comfortable interacting with families from diverse cultural and economic backgrounds within a semi-medical environment. The Family Room Manager helps to promote an atmosphere of warmth and support for the families served which is conducive to their rest and relaxation.

Duties and Responsibilities

The Family Room Manager first and foremost supports the mission of Ronald McDonald House Charities of Oklahoma City with primary focus on the day-to-day operations of the Ronald McDonald Family Room. The Family Room is a day use respite facility located on the 6th Floor of The Children's Hospital. The Family Room Manager's supervisory responsibilities include Guest Services Associates and Volunteers.

Family Room Operations

- Reviews, recommends and implements guidelines and policies in conjunction with the CEO and Board of Directors to provide a pleasant experience for guest families and volunteers
- Promotes good relations with the medical community to ensure program services, policies, and procedures are understood by referring staff and prospective guest families
- Coordinates with area medical professionals and social workers to stay apprised of their changing guidelines and procedures
- Promotes the Family Room within the hospital to increase awareness for program services
- Completes daily checklist to ensure smooth operation of the Family Room
- Operates in compliance with hospital policies and procedures
- Responsible for inspection, maintenance and organization of the Family Room, follows up promptly on maintenance requests and repairs needed, troubleshooting and attempting minor repairs within personal abilities. Maintains maintenance and repair logs and records.

- Negotiates with vendors and suppliers to donate or provide goods and services at a reasonable rate, obtains quotes for approval, facilitates and monitors satisfactory task completion
- Responsible for cleaning and sanitation of facilities in accordance with policy and procedure.
- Promotes a safety conscious culture for staff, guest families and volunteers, responding promptly to incidents and proactively to prevent hazards.
- Maintains inventory to keep adequate supplies of necessary household items on hand and storage areas organized, and ensuring the pantry is stocked with snacks
- Identifies supplies needed to support the Family Room and keeps Wish List of items updated
- Ensures donations are properly received and processed, including paperwork for all donated goods and services
- Assists in the preparation and submission of periodic reports to the Board of Directors and RMHC Global

Guest Services

- Promotes an atmosphere of support, warmth, understanding and open communication with guest families, volunteers, medical community and staff
- Keeps accurate guest family records in strict adherence with privacy guidelines and HIPPA requirements
- Works closely with Ronald McDonald House personnel to accommodate guest family needs
- Greets guest families who check into the Family Room, gives tours and orients guests to Family Room policies and amenities
- Monitors observance of policies and procedures by guest families during their visit
- Addresses any guest family situations requiring action in a courteous manner and in consultation with the CEO when warranted
- Reviews and evaluates guest assistance requests or special needs of guest families, providing assistance or referral as appropriate.
- Coordinates special activities to benefit guest families
- Notifies guest families of activities or repairs on a timely basis

Leadership

- Responsible for the management and day to day supervision of Guest Services Associates including hiring, training, and performance evaluation
- Responsible for scheduling Guest Services Associates for evening, weekend, or holiday shifts to provide coverage during operating hours
- May be assigned to be on call overnight or weekends, handle emergency situations and other urgent circumstances outside regularly scheduled hours.
- Responsible for coordination of contracted services for housekeeping
- Coordinates individual and group volunteer assignments, including interviews, applications, scheduling, training and record keeping as applicable
- Participates in preparing annual budgets and manages operations in a fiscally responsible manner

- Attends and assists as necessary with the execution of fundraising events, campaigns, tours, activities and meetings
- Alerts the CEO to important issues i.e. within the House, the Family Room, RMHC Global, the Community, etc as they arise

Self-Development

- Serves as an ambassador for RMHC-OKC, appropriately communicating the mission and purpose of the charity
- Keeps a positive attitude as a team player and source of support
- Learns aspects of all staff positions to provide assistance as needed
- Seeks awareness of potential new programs/services which could improve guest services or the mission of the charity

Qualifications

- Bachelor's Degree in a related field or equivalent work experience
- Minimum 3 years experience in management of human services, residential services, hospitality or other related field
- Previous experience with program planning, implementation and evaluation
- Interest in and/or understanding of the nonprofit community
- Experience (as a volunteer or in a professional setting) which demonstrates competency in working effectively with volunteers
- Demonstrated problem-solving and decision-making skills
- Strong organizational skills with the ability to handle multiple and diverse tasks
- Demonstrated ability to operate in flexible team oriented environment
- Ability to interface comfortably and appropriately with diverse audiences including Board of Directors, Donors, Staff, Volunteers, Medical Personnel, Families, Community and Media
- Demonstrated written and oral communications skills
- Proficiency with latest versions of Microsoft Office programs
- Must have a valid OK driver's license
- Must be able to lift 40 pounds

Employment Status

- The Family Room Manager position is a full-time non-exempt (hourly) position Hours are 7:30 am to 3:30 pm Monday-Friday *Hours must be flexible to accommodate Family Room coverage and scheduled events; may include some evenings and weekends
- Reports to the Director of Program Operations

The job description is for informational purposes only. Additional duties consistent with the responsibility level may be assigned. **Interested candidates should submit their resume to careers@rmhcokc.org. Please include Family Room Manager as the subject line.**