



House Manager

Ronald McDonald House Charities® Oklahoma City (RMHC OKC) provides a home away from home in an environment of hope for families of seriously ill or injured children seeking treatment in area hospitals.

The House Manager is responsible for the day-to-day operation of the RMHC OKC House, promoting an atmosphere of support, warmth, understanding and open communication.

Duties and Responsibilities

Essential Functions

- Coordinate and oversee the day-to-day operation of the House.
- Maintain a positive House environment and follow the Personnel Handbook and Operations Manual.
- Participates as a member of the Manager On-Call rotation
- Interface with hospital personnel (social workers, critical care navigators, nurses, etc.) regarding Guest's experience in the House.
- Hire, train, and supervise House staff
- Prioritizes referrals on the wait list in accordance with guidelines, striving to serve as many families as possible
- Responds to special needs of guest families within program parameters
- Coordinates the Guest Chef volunteer program to provide evening meals and may assist in cooking food or preparing evening meals for house guests, following safe food handling procedures and maintaining a clean kitchen environment.
- Connects with House volunteers and guests; including hospital groups who provide meals, tours or events for the Family Room.
- Coordinates special activities occurring within the House.
- Monitor the House supplies
- Monitor the office structure, décor and appliances and report maintenance and replacement needs to the COO
- Completes payroll tasks accurately and on a timely basis for the department.
- Identifies and reports maintenance needs and co-authors work order requests through the 1-Call system.
- Secures keys and access cards through the 1-Call system.
- Promotes a safety conscious culture for staff, guest families and volunteers, responding promptly to incidents and proactively to prevent hazards
- Receive and process in-kind donations according to RMHC OKC policy.

- Be able to articulate the mission and vision of RMHC OKC including the history and current statistics, as needed.
- Facilitates content development and coordination to share guest family stories in support of the Charity's mission.
- Reports security concerns and handles emergency situations that occur per RMHC-OKC guidelines and policies, promptly notifies others (Director of Program Operations, CEO, emergency responders, security staff, etc.) as warranted, calmly and appropriately directing families, volunteers and guests in such instances
- All duties and assignments are to be performed with confidentiality of utmost concern.
- Perform other duties as assigned

Qualifications

The background and experience of the candidate should demonstrate:

- Associate's degree preferred
- Experience in a hospital, healthcare or social services environment
- Strong organizational skills, accuracy and attention to detail.
- Ability to maintain discretion in handling guest confidentiality and privacy.
- Comfort level with making decisions and good judgement
- Ability to remain calm under pressure
- Demonstrate positive attitude toward guests, volunteers, staff, and others who come into contact with RMHC OKC Programs.
- Proactive approach to deadlines and time-sensitive projects/tasks including the ability to prioritize and knowing when to seek assistance.
- Ability to accept direction and to work independently as tasks require.
- Ability to function as a collaborative team member who can manage multiple priorities with a diverse group of constituents.
- Able to perform basic life operational skills of walking, grasping, talking, hearing and repetitive motions.
- Able to lift and move objects weighing up to 25lbs
- Passion for the mission of RMHC

The job description is for informational purposes only. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work.

Supervision

Position will supervise House Guest Service Associates/Coordinators.

Status

This position is exempt

Schedule

Typical schedule is Monday through Friday 9am-5pm, but On Call/Coverage will require occasional nights, weekends and holidays.