

**Ronald McDonald House Charities NY Metro, Inc.**  
**House Manager Description**

<b>Position Title:</b>	Family Services Coordinator
<b>Reports to:</b>	House Manager, Director of Operations
<b>Salary Range:</b>	Commensurate with Experience
<b>Schedule:</b>	5 Hour shift M-F 4PM-9PM
<b>Availability Requirements:</b>	Flexibility to cover weekends, ability and willingness to provide coverage for holidays and inclement weather as needed.
<b>Physical Demands:</b>	Must be able to lift 15-20 pounds and navigate throughout the House and property

**Core Expectations:**

Lead with our core values of collaboration, gratitude, inclusion, integrity, and joy.  
Compassionately and fairly assist our resident families during their stay.  
Collaborate across departments to create a House where everyone belongs.

**Minimum Qualifications:**

- Bachelor's Degree preferred or comparable work experience;
- Prior experience working with families in times of stress;
- Ability to work in a collaborative environment and maintain strong attention to detail;
- Must be outgoing and enthusiastic;
- Flexible, mature, and professional work style;
- Computer proficient, including Excel, Word, and Outlook;
- Excellent verbal, written, and interpersonal communication skills;
- Commitment to and understanding of the organization's mission;
- Ability to strategically balance compassion and empathy with assertiveness;
- Practice good judgment in potentially challenging situations as they pertain to resident's needs;
- Ability and willingness to work independently and as part of a team to make a sound judgment without on-site supervision.

**Position Summary:**

The Family Service Coordinator act as the liaison with the residents at the House and hospital social workers. The hospitality programs, housekeeping needs, and physical House requirements necessary to ensure a positive experience for all residents fall under the scope of responsibilities of the position.

The Family Services Coordinator works in conjunction with the House Manager to support the needs of resident families.

**Responsibilities include, but are not limited to:**

- Register and orient incoming guest during check-in and checkout guest during departure;
- Maintain referral & waitlists;
- Liaise with healthcare partners
- Cover reception desk when staff/volunteers are not available;
- Direct housekeeping and volunteers. Managing all while on shift, providing support and direction as appropriate;

- Strong organizational and administrative skills, ability to maintain a clean and welcoming environment for guests;
- Strong written and verbal communication skills; positive and respectful interpersonal skills;
- Ability to document the days' events with clear and concise notes.
- Encourage families to share stories, photos, write thank you notes, and complete reviews and guest surveys;
- Engage with all who visit the House in support of our programs, including donors and program volunteers.

The above information in this description has been designed to indicate the general nature and level of work performed by employees with this level of responsibility. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees in this position.

**To Apply:**

Please send cover letter and resume to Jovann Dixon, Director of Operations: [jdixon@rmhcny.org](mailto:jdixon@rmhcny.org)