



Brief Description of Organization:

Ronald McDonald House Charities New York Metro (RMHC NYM) is a not-for-profit 501(c)(3) organization that focuses on the critical needs of children by operating programs that provide families with access to pediatric healthcare on Long Island and allows the family unit to remain together during the stress and uncertainty of a medical crisis.

Position Title: Family Room Associate (Per Diem)

Reports To: Family Room Manager and Family Room Volunteer Coordinator

Salary: \$15 per hour

Location: RMHC NYM Family Rooms located at Stony Brook Children's Hospital

Position Summary:

Ronald McDonald House Charities New York Metro is in search of a per diem Family Room Associate. The ideal candidate would report directly to Family Room Manager and fulfil various tasks on an as needed basis. The Family Room Associate will help assist families in the Family Room and coordinate different tasks to help volunteers as they advance the mission of RMHC NYM in a manner consistent with the excellent quality of services provided to families in crisis.

This role will be involved in communicating a positive attitude and promotes cooperation and teamwork. This role is a per diem position.

Job Responsibilities:

- Create and maintain a comfortable environment that encourages family cooperation and a home-like atmosphere. Show hospitality and respect to all guests.
- Attend to the needs of families.
- Maintain a stock of food, beverages, paper products, and supplies. Order, pick up, and deliver, when necessary, when the stock is low.
- Ensure accurate guest logs are maintained.
- Familiarize families as to Family Room policies and procedures.



- Ensure the Family Room registration desk functions consistently and efficiently and with proper operational procedures. Answering questions and handling problems.
- Refer families to available resources and support organizations.

Additional Responsibilities Could Include:

- Maintain database information, including information on those utilizing the Family Room.
- Be familiar with and abide by hospital policies and procedures.
- Periodically contribute articles to the House newsletter.
- Participate in the Family Services committee and/or others as requested.
- Participate in outside organizations that will benefit the House.
- Assist with fund development activities as requested.
- Perform other duties related to House business as assigned.

Knowledge Skills and Abilities:

- Ideally, previous experience working effectively as a volunteer.
- Computer proficiency, including familiarity with all MS Office products and database software, including Excel.
- Excellent interpersonal skills and ability to relate to people of diverse backgrounds.
- Excellent verbal and written communication skills.
- Demonstrated problem-solving and decision-making skills with the ability to work in a flexible, team-oriented environment.
- Strong organizational skills with the ability to manage multiple projects, meet frequent deadlines, and be self-disciplined.
- Self-directed and able to successfully complete projects assigned with a minimum of supervision.

Additional Requirements Needed:

This position has some physical demands that include:

- Interpersonal and communication skills.
- Able to lift and move supplies for the room.
- Standing for community functions.
- Sitting, viewing computer monitors, and utilizing a computer keyboard.
- Reliable transportation.



Keeping families close®

To Apply:

Please send COVER LETTER AND RESUME to jbicierro@rmhcnym.org. No phone calls please.

RMHC NYM offers a competitive compensation and benefits package, including employee health benefits, a matched 403 (b) plan, life insurance, disability insurance, flexible spending account, generous paid time off and professional development opportunities. Must be able to successfully pass a background check. EOE.

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.