

RONALD McDONALD HOUSE CHARITIES® OF CENTRAL ILLINOIS

JOB DESCRIPTION

FAMILY SERVICES MANAGER

OVERVIEW

The full-time Family Services Manager is responsible for the management of guest and volunteer services, the development of medical partnerships and serving as a liaison with area health care providers and day-to-day management of staff at the Ronald McDonald House® (“RMH”) in Springfield and Peoria.

The Family Services Manager manages all House matters as they arise and coordinates any necessary event response as needed. “On-call” and substitute responsibilities are expected as needed.

The Family Services Manager reports directly to the Chief Operating Officer (COO). He/She advances the mission of the House in a manner consistent with the excellent quality of services provided to families in crisis since 1986.

In the spirit of teamwork, the Family Services Manager will interact in collaboration with RMH staff and volunteers to provide support and assistance in the fulfillment of their goals and objectives.

OVERALL RESPONSIBILITIES:

- Creates and maintains a comfortable environment that encourages family cooperation and a home-like atmosphere. Showing hospitality, compassion and respect to all guests.
- Maintains on-going contact with social workers and hospital staff to ensure support for families and clarity of RMH policies and issues.
- Ensures Incident Reports are completed by all involved parties for all unusual incidents that occur in the House and ensure that all incidents are properly stored. Ensure staff members are informed of unusual incidents
- Maintains database information, family demographics and statistical information for use in reports and donor requests
- Prepares monthly summary reports (e.g. monthly wait list and occupancy reports)
- Prepares House annual reports and data entry for RADAR for RMHC Global
- Manages guest and volunteer services, including the Meals from the Heart guest chef program and background check process for guests and volunteers.
- Serves as liaison in strengthening area health care provider partnerships.
- Communicates regularly with Chief Operating Officer regarding House facility needs and operations.
- Ensures coverage of House 24/7 through scheduling of staff and guest services volunteers. On-call 24/7 for emergency situations. Works on a rotating on-call schedule

24/7 for staff questions and shift vacancies outside of normal business hours (evenings and weekends).

- Oversees volunteers and housekeeping staff maintaining the cleanliness and neatness of all common areas per global House standards.
- Develops and implements employee succession/development programs; including consistent onboarding program for all new staff members.
- Direct supervisor of guest service manager, guest service associates, housekeeping & maintenance positions, including completion of annual reviews.
- Remains informed of operational changes at the global level and communicates important information regularly to keep Chief Operating Officer and the Board of Directors informed.
- Promotes a positive image of Ronald McDonald House Charities of Central Illinois through communications, behavior and a professional attitude.

ADDITIONAL RESPONSIBILITIES:

- Manages weekly guest room checks with housekeeping/maintenance staff for maintenance, pest control and cleanliness. Manages scheduling of repairs with COO, maintenance staff or vendors as needed.
- Coordinates response with COO to emergency situations impacting the House or guests, volunteers, visitors or staff of the House.
- Responsible for compiling guest statistics to be used in required global reports, as well as monthly reports to the COO & Board of Directors including occupancy, demographic of families, and other data as determined by the COO.
- In collaboration with COO, develops and refines the annual budget for all House operations-related items.
- Responsible for employee new hire paperwork, orientation and training of hourly staff
- Plans and executes training for all guest services volunteers & staff annually at minimum. Properly trains new part-time staff & volunteers & coordinates monthly schedules.
- Responsible for management of guest record entry in Exceed Beyond & Traction Guest
- Works with maintenance staff to maintain inspection records
- Attends staff meetings as required
- Attends an annual professional development conference

KNOWLEDGE, SKILLS & ABILITIES:

- Bachelor's degree required, with non-profit related field preferred, and 2 years' program and staff supervision experience
- Strong written and verbal communications and public speaking skills
- Experience using MS Office Suite software
- Experience creating reports using MS Excel and other databases
- Ability to handle multiple tasks and interruptions during your work day
- Self-starter, with ability to complete tasks and assignments with little supervision
- Demonstrated problem-solving and decision-making skills with the ability to work in a flexible, team-oriented environment
- Excellent interpersonal skills and ability to relate to people of diverse backgrounds

- Strong organizational skills with the ability to manage multiple projects, meeting frequent deadlines
- Experience and comfort in speaking in front of small and large groups
- Ability to learn quickly and work with databases such as EXCEED, & Volgistics
- Must have a valid driver's license and reliable transportation

WORKING CONDITIONS AND PHYSICAL EFFORT:

This position has some physical demands that include, but are not limited to:

- Standing for extended periods of time
- Climbing ladders
- Frequently bending
- Reaching, lifting and/or carrying up to 55 pounds
- Ability to climb up and down stairs

WORKING SCHEDULE:

This position is a regular full-time exempt position which requires a flexible schedule, as some evening hours and weekend hours may be required to ensure 24/7 House coverage and to ensure coverage of volunteer groups as needed.

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 job.
