



**Position:** Family Room Assistant (Per Required Need)

Ronald McDonald House of Delaware (RMHDE) is looking to create a staffing pool of PRNs (per requested need) at our Ronald McDonald Family Room® program locations at Christiana Care's Women and Children's Center in Newark, Delaware and Nemours Children's Health, Delaware, in Wilmington; a majority of the physical hours will be at the Christiana Care Family Room location. These PRN staff members do not have regular shifts. These individuals are trained to work in our program where families and caregivers of newborns receiving treatment in the neonatal intensive care unit gather to rest and regroup. Family Room Assistants provide frontline service to welcome families and provide administrative support to ensure smooth and efficient operations in the program.

**Position Reports to:** RMHDE Volunteer Manager

Nonexempt     Exempt

**Hours:** This is a position Per Required Need. Hours will generally fall between 11:30am and 7:30pm Monday-Friday to start, with planned expansion into weekends. Individuals in this position should expect to work between 10 and 20 hours per month.

### **Essential Functions**

1. Provide a supportive role with caregivers/ families, promoting a warm, friendly and inclusive atmosphere
2. Assist in the management of guest relations, assuring compliance with RMHDE and hospital policies and procedures.
3. Promote services available to guest families and visitors
4. Ensure daily operations are running smoothly
5. Communicate with all stakeholders including families, hospital staff and RMHDE as a liaison, ensuring Ronald McDonald House visibility and professional oversight of the Family Room.
6. Maintain and respect confidential information related to families, volunteers, donors and program operations.

### **Volunteer Coordination**

- Build and maintain positive relationships with current and potential volunteers.
- Assist with onboarding procedures including scheduling training shifts.
- Complete daily tasks related to scheduling changes and absences, shift tracing and coverage of other volunteer needs.
- Maintain Volunteer Hub database of volunteers in the program to ensure current, complete and accurate information.
- Communicate upcoming shift needs/volunteer opportunities.
- Greet and facilitate acknowledgement of community volunteer groups.

## **Hospital Program Operations**

- Coordinate and inventory snack supplies for the Ronald McDonald Family Room and Hospitality Cart, including in-kind donations, wish lists drives, as well as delivery. Storage and capturing information for acknowledgement.
- Review maintenance log and report items needing attention or follow-up to designated hospital staff.
- Responsible for data entry into RMHDE database for maintaining accurate statistical data relating to guest visits.
- Review housekeeping log and report items needing attention or follow-up to designated staff.
- Assist in the identification of any areas to improve the operations of the Family Room and report to RMHDE Volunteer Manager.
- Attend Hospital training and annual safety re-orientations as required.

## **Miscellaneous**

- Perform other duties as assigned by President/CEO, Operations Director and Volunteer Manager
- Contribute to Social Media to help raise awareness about Family Room programs
- Attend All Hands RMHDE quarterly meetings

## **Job Qualifications**

- Passion for the mission of Ronald McDonald House of Delaware
- Previous experience in a customer facing customer service or support type position dealing with individuals from diverse backgrounds frequently. Preferred work experience in roles where creating high level, high touch customer experience was expected and well executed.
- Adherence to RMHDE and hospital policies and procedures and enforcement of such when required
- Ability to respond to and handle emergency situations & conflict management
- Strong interpersonal interactions, flexibility and the ability to exercise good decision-making
- Proficient handling multiple tasks and projects with attention to detail
- Ability to function responsibly and autonomously
- Self-motivated and ability to work independently with strong organization skills
- Previous experience working or volunteering in a nonprofit or healthcare environment
- Successful completion of all hospital clearances to be onsite
- Note: You must be COVID vaccinated to be hired in this role. You will be required to maintain your COVID vaccination status as required by RMHDE.

TO APPLY: Interested candidates should submit a cover letter and resume to [jobs@rmhde.org](mailto:jobs@rmhde.org). Applications will be reviewed starting March 25, 2022 and will be considered until the positions are filled.