
Keeping families close[®]

Family Support Coordinator

The Family Support Coordinator is responsible for creating a welcoming and supportive environment for Ronald McDonald House of Delaware (RMHDE) families and daily operations of the Family Support office. The Family Support Coordinator models RMHDE's values and compassionate hospitality principles, reinforcing a culture of superior service for guest families.

Schedule

Family Support Coordinators are part-time, hourly employees of the Ronald McDonald House of Delaware who report to the Family Support Manager

The ideal candidate will have a variety of both weekday and weekend availability throughout the month and have the ability to work some holidays

Typical shifts are 9:00am-3:00pm or 3:00pm-9:00pm (approximately 6-8 shifts per month between 6 and 12 hours each)

Compensation/Benefits

Salary range between \$13-\$18 per hour. This position does not offer benefits; however, a stipend is paid for shifts worked on holidays

Primary Duties/Responsibilities

- Manage guest registration process: coordinate room assignments, check in/check out families and provide access to guest rooms and lactation room
- Serve as a resource and/or make reservations for families in need of transportation and/or hotel reservations
- Work with and provide guidance to volunteers who offer House tours, assign food lockers and deliver equipment to guest rooms
- Maintain proficiency in guest registration and guest management system
- Provide end-of-shift summary of activities to ensure consistent communication and follow up between shifts
- Demonstrate commitment to compassionate hospitality principles with each family interaction
- Create a comfortable environment that encourages family cooperation and offers a "home-away-from-home"
- Provide a warm and welcome greeting to all families
- Assure adherence to policies and processes that maintain the well-being of staff, volunteers and guests

- Elevate issues and problems to the Family Support Manager and/or House Social Worker
- Assist as needed to ensure consistent House operations
- Perform other duties as assigned

Competencies and Qualifications

- Ability to communicate well and work effectively with persons of diverse backgrounds
- Confidence to interact and collaborate with various stakeholders including guest families, volunteers (including Board members), hospital personnel, staff and donors
- Well-developed problem solving and conflict resolution skills
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Functions as a collaborative team member in a fast-paced environment
- Maintain strong professional boundaries when working with families in crisis
- Respect confidential information related to families, staff, volunteers and House operations
- Proficiency with Microsoft Office – Outlook, Word & Excel
- Bilingual in English/Spanish is highly preferred

Additional Requirements

- Must provide documentation that candidate is fully vaccinated for COVID-19
- Pre-employment background check and child protection registry clearance

Experience

- Requires at least one year of work experience in customer service or similar position that involves interaction with the public. Experience in the hospitality industry preferred.
- Experience, paid or volunteer, working with families of children with medical or developmental needs highly desirable

Education

- High school diploma or GED required

Applying

If you are interested in applying, please respond with a resume and cover letter to jobs@rmhde.org or mail to the Ronald McDonald House of Delaware, 1901 Rockland Road, Wilmington, DE 19803.

**No phone calls please. We are unable to reply to all calls and want to be fair to each applicant.

