

**Job Title:** Family Support Coordinator (FSC)

**Job Description:** We are looking for a dynamic multi-tasker with an engaging personality who is energized by working with families. Candidates should be comfortable supporting families in crisis and providing guidance to other team members related to family interactions. The FSC will work collaboratively with the Family Support Team and our community partners to best support families during their stay and connect them to resources and organizations that provide assistance and address the family's needs. The FSC reports to the Family Support Manager.

**About Us:** The Ronald McDonald House of Delaware serves families with seriously ill children by enabling access to medical care and providing a place that offers comfort, hope and togetherness. Our team members and volunteers provide comprehensive programming and superior service for families through the Ronald McDonald House and our Family Room programs.

**About the Role:** The Family Support Coordinator provides superior service to our families and works cooperatively with our community partners to offer the support they need. Work hours are Monday-Friday 4:30pm-10:00pm and holidays as assigned. Among the responsibilities of the role are:

- Manage family registration process: coordinate room requests from hospital social workers, hospital personal, and families, prioritize the waitlist, confirm families and assign rooms, and oversee the check in/check out process
- Serve as a resource for families for navigating transportation, hotel reservations and family programs and activities
- Process and reconcile monetary transactions
- Assist in all aspects of Medicaid billing and reimbursement
- Elevate issues and problems to the Family Support Manager and/or Family Support Social Worker
- Maintain proficiency in guest registration and guest management software systems
- Work with SSD to troubleshoot issues as necessary
- Monitor Easy Lobby & AMAG for issues/concerns
- Manage family food locker program
- Coordinate lactation room use and schedule servicing of equipment
- Assist with In Our Hearts Bereavement program
- Maintain family computers and assist families as needed

**About You:** The ideal candidate will have the following skills and experience:

- Bilingual in English/Spanish is highly preferred
- Proficiency with Microsoft Office – Outlook, Word & Excel
- A minimum of six months' customer service/receptionist/administrative experience or similar position that involves interaction with the public

- Experience, paid or volunteer, working with families of children with medical or developmental needs highly desirable
- Familiarity with Medicaid eligibility and reimbursement is a plus
- High school diploma or GED required
- Associates degree or equivalent in Human or Social Services or Psychology preferred