



**Ronald McDonald House®  
of Delaware**

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Keeping families close®

We are looking for enthusiastic, compassionate, curious people to join our amazing Family Support team!

### **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. This position reports to the Family Support Manager.

### **Schedule**

This is a PRN (as needed) position with flexible hours. The PRN staff do not have regular shifts.

Hours will generally fall between Sunday-Thursday 9:00am-3:00pm or 3:00pm-9:00pm and Friday 9:00am-5:00pm. The office is closed on Saturdays.

Hours will vary based upon the needs of the office. Ideal candidates should have the flexibility to work hours on an as needed (PRN) basis, often with short notice. Individuals in this position should expect to work no more than 20 hours per week.

### **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, lactation room and multi-sensory 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 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 families
- 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](mailto: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.