



Title: House Operations Associate

Status: Part-time non-exempt
Day, evening and/or night shifts

Reports To: Director of House Operations and Programs

Function: The House Operations Associate serves as the Manager on Duty. The House Operations Associate helps maintain a supportive, safe and healthy environment for the families who are staying in the House, and works with the House Operations Director in maintaining effective program operations, in addition to identifying program and guest-related needs.

Program Guest Relations

1. Maintain and promote RMHCNCF culture standards for RMH program.
2. Demonstrate empathy and the ability to effectively assist families in crisis.
3. Explain and clarify Ronald McDonald House Guidelines and expectations to all guest families.
4. Compassionately and consistently hold guest families accountable to the RMHCNCF Guidelines and implement appropriate consequences for Guidelines infractions.

Program Administration

PROGRAM STAFF & STAKEHOLDERS

1. Serve as the Manager on Duty for the assigned shift.
2. Demonstrate good decision-making and problem-solving in accordance with House policies and procedures.
3. Work collaboratively with other Ronald McDonald House staff to ensure compliance with established service standards.
4. Attend in-service training for all RMH managers.
5. In collaboration with the other RMHCNCF staff, maintain positive and effective relationships with appropriate healthcare partners and other stakeholders to assure effective delivery of services at the Ronald McDonald House; communicate with stakeholders to address day-to-day operations issues, such as Social Work, Campus Facility Services, Fire Protection Services, Campus Police, and Transportation Service.
6. Ensure all visitors on shift are appropriately screened and made to feel welcome.
7. In collaboration with the other RMHCNCF staff, maintain and assist guest service-related special assignment volunteers, including, but not limited to such areas as pantry, kitchen, facility maintenance, Visiting Chef program, Sweets & Treats, and other activities to provide guest families with a supportive, comfortable, and home-like environment.

PROGRAM PARTICIPANTS

8. Ensure all necessary background information is collected on all overnight RMH guests.
9. Register guests/families, focusing on guest comfort and security.
10. Respond to any guest questions, complaints or needs while on shift.
11. Regularly invite guests to share information re: their program experience and/or situation at the hospital.
12. Inform Director of House Operations and Programs of any difficulties related to House guests.
13. Hold House guests accountable re: program guidelines, taking appropriate action when guests fail to adhere to them.



PROGRAM PAPERWORK/MATERIALS

14. Ensure the accurate collection and recording of guest monetary room donations.
15. Complete a written shift report and any Guest Incident Reports, if needed.
16. Enter program participation data into Exceed Beyond and generate corresponding forms and reports.
17. In collaboration with other RMH managers, maintain all guest room requests.
18. Maintain safety and security policies and procedures. Direct guests according to procedures in case of medical, facility or weather emergencies.
19. Oversee appropriate distribution of program related in-kind donations. Ensure in-kind “green sheets” are completed and appropriately routed for processing.
20. Ensure photos are taken of program-related activities and donations and submitted to Communications.

PROGRAM VOLUNTEERS

21. In collaboration with other RMH Operations staff, help train and supervise program volunteers.
22. Provide backup for front desk volunteers.
23. Engage in problem-solving for front desk volunteers, and resolve issues arising between guest families.
24. Actively support and participate in volunteer recognition activities and events.

SPECIAL ACTIVITIES/PROGRAMS

25. Serve as a resource for Visiting Chef and Sweets & Treats groups, ensuring that all food is disposed of or stored in a proper manner, and that the kitchens are left clean and in order.
26. Serve as a resource for groups providing a service/program for our guest families.

Facilities Management

1. Notify the Facilities Maintenance Manager and Director of House Operations if any facility systems/items are not in good working order. Complete a Maintenance Request Form for each and every request.
2. With the approval of the Director of House Operations, oversee outside vendors with scheduled repair work in absence of the Facilities Maintenance Manager.
3. While on shift, routinely inspect the public places in the House. Periodically spot check clean, available rooms.
4. Handle emergencies in an appropriate manner and in accordance with House policies and procedures.
5. In collaboration with the Housekeeper on duty, help ensure program compliance with RMHC standards for cleanliness.
6. In collaboration with the Director of House Operations, help ensure compliance with code regulations including, but not limited to fire extinguishers, fire sprinklers, camera system, security lights and elevators.
7. Perform miscellaneous household duties as necessary.



Qualifications:

- Associate's Degree in related field (or equivalent related experience)
- Minimum 2 years of experience in management of human services, residential services, hospitality, or other field, including program planning, implementation, and evaluation
- Ability to relate to people of diverse backgrounds
- Demonstrated problem-solving and decision-making skills
- Ability to communicate effectively verbally and in writing
- Ability to handle multiple and diverse tasks
- Computer proficiency including: word processing, spreadsheet and database software required
- Ability to maintain a valid Class E Florida Driver License
- Ability to maintain proof of automobile insurance
- Ability to maintain a valid First Aid/CPR certificate

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to lift, carry, walk, sit, and stand.
- Employees may be required to lift and or carry up to 30 pounds.

If interested in applying, please send resumes to jobs@rmhcncf.org.
Deadline for submission is Tuesday, September 5th.