

Ronald McDonald House Charities



Family Room Manager

Description: Ronald McDonald House Charities of Kansas City (RMHC), a home away from home for ill children and their families, is seeking a dynamic, energetic Manager of our Family Room located inside Children's Mercy Hospital. The Family Room offers a comfortable home-like setting including a living room area with a television, fully equipped kitchen and a quiet room for conversation and phone calls. Also included are seven nap/overnight rooms for families with critically ill children. The Family Room provides this welcome respite care for over 40,000 guests annually. The Family Room Manager ensures and facilitates the smooth and caring delivery of RMHC services to the Family Room guests, maintaining close rapport with volunteers, and acting as a liaison between RMHC Family Room and hospital staff.

Responsibilities:

- Develop and maintain a sense of hospitality inside the Family Room.
- Oversee guest utilization of the Family Room and ensure that policies and procedures are well understood and communicated appropriately within the Family Room and throughout the Hospital.
- Monitor needs for Family Room supplies and fill as appropriate from RMHC inventories or purchase according to and within the budget.
- Monitor physical interior structure and décor and report maintenance and replacement needs to the Programs and Operations Director and Hospital maintenance department, as appropriate.
- Ensure cleanliness and orderliness of all areas of the Family Room.
- Hire, supervise, and manage schedules of Family Room Relief Managers.
- Manage guest use of the sleeping rooms and maintain strong rapport with nursing supervisors assigning rooms.
- Work with the RMHC and CMH Volunteer Program Managers in recruiting, training and scheduling Family Room Volunteers.
- Supervise Family Room Volunteers and Relief Managers to ensure they are adequately prepared to oversee daily operations and services of the Family Room as well as knowledge of all policies and procedures.
- Oversee the Family Room meals program.
- Serve as a liaison to the volunteers and Hospital personnel, ensuring RMHC visibility and professional oversight of the Family Room.
- Maintain guest records electronically and compile monthly Family Room statistic reports for information on operations and families served.
- Participate in appropriate and/or assigned RMHC and Hospital committees.
- Remain abreast of and adhere to all hospital policies and accreditation standards.
- Collaborate with other RMHC Programs and Operations staff to provide seamless services for RMHC guests.

Qualifications:

- A minimum of a Bachelor's degree is required, preferably in social work, psychology, business administration, non-profit management, or related field.
- Minimum of three to four years experience in program operations and supervising staff and volunteers.
- Must demonstrate good judgment, decision-making ability, creativity and dependability.
- Proven leadership, excellent community relations, time management and organizational skills.
- Ability to work in a team environment.
- Ability to calmly manage crisis situations.
- Excellent community relations skills required.
- Excellent written and verbal communication skills and a strong desire to work with people.

- Competency in a variety of computer applications, such as Microsoft Word and Excel, as well as an ability to quickly learn and operate agency databases applications and spreadsheets.
- Experience working closely with families or children in times of stress is preferred.
- Hospital experience preferred.
- Able to lift and/or move up to 10 pounds.
- Passion for the mission of RMHC.

Hours: Full-Time

Job Function: Program Manager

Application Instructions:

Please submit a resume with cover letter by March 21, 2010 to Mark Anderson, manderson@rmhckc.org or mail to Ronald McDonald House Charities, 2502 Cherry Street, Kansas City, MO 64108. Please no phone calls.

RMHC is an equal opportunity employer. It is the policy to afford equal opportunity employment to qualified individuals regardless of their race, color, national origin, ancestry, religion, socioeconomic status, marital status, sex, age, handicaps, or memberships in legally-constituted organizations to the extent required by all applicable laws.

Deadline: March 14, 2010

Benefits: Competitive, well-rounded benefits package that will include health, dental, life and disability insurance coverage, and a 401K plan

Company: Ronald McDonald House Charities of Kansas City

Website: www.rmhckc.org

Job Location: 2401 Gillham Road, Kansas City, MO 64108

Contact Name: Mark Anderson

Address: 2502 Cherry Street
Kansas City, MO 64108

Email Address: manderson@rmhckc.org