



JOB DESCRIPTION

Job Title House Coordinator, House Program
Department Programs and Services
Reports To House Director or House Manager

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Summary

A part-time position, the House Coordinator works within a Ronald McDonald House while on shift and is an active member of the House operations team. The House Coordinator is responsible for maintaining House function including, but not limited to, registering and checking out families, monitoring the physical structure of the facility, supervising housekeeping and maintenance, and overseeing related volunteer/donor projects and tasks.

Essential Job Functions

- Execute defined policies and procedures for the program.
- Welcome and orient guests to the House, completing all check-in and check-out procedures and paperwork.
- Act as liaison to hospitals to process referrals/reservations.
- Explain/clarify program policies and procedures to guests and referring partners.
- Provide and assist families with information, directing them to resources, activities or services they may need.
- Perform regular rounds to maintain relationships with families and identify support and/or maintenance needs.
- Coordinate overall daily strategy for use of available rooms, with intention of providing service to as many families as possible.
- Assist with statistics for program by inputting daily occupancy records.
- Ensure all common areas remain clean and supplies are stocked
- Track guest donations and occupancy rates for monthly reporting purposes.
- Respond as necessary to emergency situations, after-hours pages (including scheduled weekends and holidays) regarding urgent needs, such as unplanned family arrivals, medical emergencies for guests or conflicts requiring law enforcement.
- Encourage adherence to programs guidelines and coordinate a solution when violations occur.
- Complete Incident Reports when necessary in a timely matter and inform other staff members of any unusual incidents.
- Submit a daily staff report of activities (i.e., jobs performed, repairs made or needed, guest updates, and overall suggestions) to supervisor.



- On weekends / holidays, assess bedroom availability for incoming families and assign bedrooms according to number of guests, potential length of stay and other needs of the families
- Complete incident reports when necessary in a timely matter, informing supervisor other staff members of any unusual incidents.
- Direct volunteers to perform essential house support functions such as meal provision, guest welcome and housekeeping.
- Welcome family guests and visitors, providing tours and information.
- Be knowledgeable of the program location security system and features (ie. key activation, camera operation, etc).

Education and Experience – An equivalent combination of education, training and experience will be considered.

- College degree preferred.
- 2 years related work experience preferred.
- Experience working in other non-profit residential setting preferred.

Knowledge, Skills and Abilities which may be representative, but not all-inclusive of those commonly associated with this position.

- Strong crisis management skills.
- Must be a self-starter with the ability to multitask and function effectively under pressure.
- Compassionate and caring individual, aligned to our mission and standard of care.
- Demonstrate empathy and the ability to relate to families in crisis

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Exposed to moderate noise levels
- Frequent interruptions, ability to multitask key.
- Regular and predictable attendance is required.
- Minimum commitments of shifts are as follows:
 - One to two weekend shifts monthly, beginning Friday at 9pm until Sunday at 9pm working in the House from 9am to 9pm and on-call onsite in private accommodations from 9pm to 9am
 - Three major holidays per calendar year, 9am to 9pm, on-call onsite in private accommodations 9pm to 9am
 - House Coordinators may additionally be employed external to the charity as long as there is no conflict in your ability to perform the duties and fill the necessary shifts
 - These hours are based on a full complement of House Coordinators. Extra coverage may be required to cover vacations and transitions between employees

Physical Abilities that are commonly associated with the performance of the functions of this job. The physical demands described below 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 essential functions.



- Basic office work, as well as the physical ability to perform all household tasks as needed (ie. Cleaning, making beds, laundry, etc.)
- Ability to travel to other program sites or events as needed.
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel; talk or hear.
- Must be physically capable of carrying 35 lbs.