



Ronald McDonald
House Charities®
Greater Delaware

Position: Family Room Assistant

Ronald McDonald House of Delaware (RMHCGDE) is looking to add to our program staff at our Ronald McDonald Family Room® program locations at Nemours Children's Hospital, Delaware, in Wilmington and Christiana Care's Women and Children's Center in Newark, Delaware. The majority of these hours will fall on weekends, either Saturdays or Sundays. This position helps to cover holidays with holiday pay provided. Family Room Assistants work a minimum of 16 hours per month. These individuals are trained to work in our program where families and caregivers of pediatric patients receiving treatment gather to rest and regroup. Family Room Assistants provide frontline service to welcome families and provide administrative support to ensure smooth and efficient operations in the program.

Position Reports to: RMHCGDE Volunteer Manager

Nonexempt Exempt

Hours: Hours will generally fall between 11:30am and 7:30pm Saturday and Sunday. Individuals in this position should expect to work between 16 and 32 hours per month. Occasional coverage for weekday hours between 11:30am and 7:30pm may be needed. This position helps to cover holidays with holiday pay provided.

Essential Functions

1. Provide a supportive role with caregivers/ families, promoting a warm, friendly and inclusive atmosphere
2. Assist in the management of guest relations, assuring compliance with RMHCGDE and hospital policies and procedures.
3. Promote services available to guest families and visitors
4. Ensure daily operations are running smoothly
5. Communicate with all stakeholders including families, hospital staff and RMHCGDE as a liaison, ensuring Ronald McDonald House Charities of Greater Delaware visibility and professional oversight of the Family Room.
6. Maintain and respect confidential information related to families, volunteers, donors and program operations.

Volunteer Coordination

- Build and maintain positive relationships with current and potential volunteers.
- Assist with onboarding procedures including scheduling training shifts.
- Complete daily tasks related to scheduling changes and absences, shift tracing and coverage of other volunteer needs.
- Maintain Volunteer Hub database of volunteers in the program to ensure current, complete and accurate information.
- Communicate upcoming shift needs/volunteer opportunities.
- Greet and facilitate acknowledgement of community volunteer groups.

Hospital Program Operations

- Coordinate and inventory snack supplies for the Ronald McDonald Family Room and Hospitality Cart, including in-kind donations, wish lists drives, as well as delivery. Storage and capturing information for acknowledgement.
- Review maintenance log and report items needing attention or follow-up to designated hospital staff.
- Responsible for data entry into RMHCGDE database for maintaining accurate statistical data relating to guest visits.
- Review housekeeping log and report items needing attention or follow-up to designated staff.
- Assist in the identification of any areas to improve the operations of the Family Room and report to RMHCGDE Volunteer Manager.
- Attend Hospital training and annual safety re-orientations as required.

Miscellaneous

- Perform other duties as assigned by President/CEO, Operations Director and Volunteer Manager
- Contribute to Social Media to help raise awareness about Family Room programs
- Attend All Hands RMHCGDE quarterly meetings

Job Qualifications

- Passion for the mission of Ronald McDonald House Charities of Greater Delaware
- Previous experience in a customer facing customer service or support type position dealing with individuals from diverse backgrounds frequently. Preferred work experience in roles where creating high level, high touch customer experience was expected and well executed.
- Adherence to RMHCGDE and hospital policies and procedures and enforcement of such when required
- Ability to respond to and handle emergency situations & conflict management
- Strong interpersonal interactions, flexibility and the ability to exercise good decision-making
- Proficient handling multiple tasks and projects with attention to detail
- Ability to function responsibly and autonomously
- Self-motivated and ability to work independently with strong organization skills
- Previous experience working or volunteering in a nonprofit or healthcare environment
- Successful completion of all hospital clearances to be onsite

TO APPLY: Interested candidates should submit a cover letter and resume to jobs@rmhcdelaware.org. Applications will be reviewed starting November 6, 2023 and will be considered until the positions are filled.