



Ronald McDonald
House Charities®
Greater Delaware

Position: Family Room Assistant (Nemours)

Ronald McDonald House of Delaware (RMHCGDE) is looking to add to our program staff at our Ronald McDonald Family Room® program location at Nemours Children's Hospital, Delaware, in Wilmington. These hours will occur during evening hours and weekends. This position helps to cover holidays with holiday pay provided. Family Room Assistants work a minimum of 8 hours per week. These individuals train to work in our program where families and caregivers of pediatric patients 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 Director of Volunteer Services

Nonexempt Exempt

Hours: Hours fall between 5pm and 9pm on weekdays and 9am and 5pm on weekends; occasional daytime hours on weekdays may be available. Staff must be flexible to accommodate staff meetings and occasional training.

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. Actively participate in taking hospitality cart on rounds to extend hospitality of the Family Room to families at bedside.
7. Facilitate delivery of Meal program in the Family Room, following all safe food handling guidelines.
8. Maintain and respect confidential information related to families, volunteers, donors, and program operations.

Sleep Room Program

- Receive, prioritize, confirm, and orient Sleep Room policies and services to guest families while on-duty at the Nemours Family Room/Family Resource Center.
- Communicate with Environmental Services to ensure that Sleep Rooms are clean, fluffed and prepared for the overnight guest families.

- Communicate at the end of a shift with the Hospital Nursing Supervisor, Security, Evening Hospital Social Worker, and RMHCGDE Manager on Duty room occupancy, and which rooms are available for after-hour emergencies.

Volunteer Coordination

- Build and maintain positive relationships with current and potential volunteers.
- Complete daily communications with volunteers to help with oversight of program needs and to ensure tasks and delivery of services.
- Monitor Volunteer Schedule and report any shift changes or volunteer concerns or ideas to Family Room Coordinator.
- Welcome and facilitate acknowledgement of community volunteer groups.

Program Operations

- Help inventory snack supplies for the Ronald McDonald Family Room and Hospitality Cart.
- Review maintenance log and report items needing attention or follow-up to designated hospital staff.
- Maintain daily statistics captured in the programs to measure key metrics.
- Perform daily EVS/Housekeeping monitoring and escalation as-needed report items needing attention or follow-up to designated EVS/Housekeeping staff.
- Assist in the identification of any areas to improve the operations of the Family Room and report to RMHCGDE Director of Volunteer Services.
- Attend Hospital training and annual safety re-orientations as required.
- Respond promptly and professionally to any urgent issues, concerns, or emergencies that arise in the Family Room programs, using sound judgment and aligning with hospital protocol and RMHCGDE core values.

Miscellaneous

- Attend All Hands RMHCGDE quarterly meetings.
- Completion of Trauma Informed Care or Direct Service Delivery training
- Participation in quarterly Family Room Assistant 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 creating high-level, high-touch customer experience delivery.
- 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 diligence.
- Ability to function responsibly and autonomously.

- Self-motivation and ability to work independently with strong organization skills.
- Previous experience working or volunteering in a nonprofit or healthcare environment.
- Successful completion and annual maintenance of all hospital clearances to be onsite.

TO APPLY: Interested candidates should submit a cover letter and resume to jobs@rmhcdelaware.org.