



## Position Description

**Position:** Family Room Manager

**Position Summary:** The Family Room Manager oversees day-to-day operations of two Ronald McDonald Family Room and hospitality cart programs located at Nemours Children's Hospital, Delaware and the Center for Women's and Children's Health at ChristianaCare's Newark Campus. The staff member in this position must be capable of flexible working conditions to help ensure coverage at each location, however, the primary location for this role will be at the ChristianaCare Family Room. This position will maintain operations knowledge of the Nemours Family Room and Sleep Room assignment process to provide support and coverage as-needed. The Family Room Manager will serve as a representative of Ronald McDonald House Charities of Greater Delaware, keeping our purpose, vision and mission at the forefront of all service delivery in the Family Room programs. A key to the success of the Family Room Manager is understanding the unique culture of each hospital; balancing family needs, operation and administrative responsibilities; and possessing an ever-present demeanor of sensitivity to family and organization needs, professionalism, discretion and hospitality.

**Position Reports To:** Director of Volunteer Services

Nonexempt       Exempt (check one)

**Hours:** This is a full-time position. Flexibility of hours is needed to meet program needs, but will generally work Monday-Friday 8:30-4:30pm. \*Hours must be flexible to accommodate Family Room coverage, staff meetings and required trainings; Occasional evenings and weekends may be required.

### Primary Duties/Responsibilities

#### Family Room Management

- Responsible for the management and day to day supervision of Family Room Coordinator and Assistants including hiring, training and performance evaluation.
- Provide ongoing training of Family Room staff to ensure professional development and to maintain family focused practices and a culture that reflects the mission of RMHCGDE.
- Develop, manage and implement Family Room policies and procedures for RMHCGDE Family Room programs.
- Develop and manage electronic data tracking systems to monitor Family Room and program usage
- In collaboration with RMHCGDE marketing team, oversee all print and digital signage communication for Family Room programs.
- In collaboration with RMHCGDE marketing team, collect photos, family stories, and information relative to outreach efforts for the Family Room program.
- Coordinate Family Room and cart donations
- Manage stock and inventory for Family Room programs
- Coordinate ordering and budget requests for Family Rooms' food and supplies; work collaboratively with RMHCGDE van/transportation program to coordinate delivery logistics.
- Facilitate outreach tours and programming to hospital staff and community members

- Represent RMHCGDE Family Rooms within the coordination of relationships with community partners
- Track survey responses from families and communicate needs and feedback with RMHCGDE Director of Volunteer Services.
- Identify areas to improve the operations of the Family Room and report to RMHCGDE Director of Volunteer Services.
- Execute program expansion and improvement initiatives
- Ensure Family Room Assistants maintain hospital clearances at ChristianaCare.

### Hospital Program Operations

- Attend Hospital training and annual safety re-orientations as required.
- Develop and maintain relationships with key stakeholders critical to daily operations at both Family Room program locations including, Nursing, Child Life, Social Work, Security, Environmental Services, and Volunteer Services
- Ensure Family Room Assistants maintain hospital clearances at ChristianaCare.
- Coordinate quarterly zoom meetings for Family Room Assistants at ChristianaCare and Nemours. Work with Family Room Program Coordinator to ensure meeting invites are sent at least 2 weeks ahead of the meeting. Agenda created and minutes taken and distributed.
- Participates in preparing the annual budget for the program.

### Family Room Programming

- Engage and communicate with patients and families
- Collaborate with hospital staff to create and implement supportive program relative to each program's location.
- Understand and be able to deliver services in the Family Room including Hospitality Carts, and Lunches with Love
- Explore expansion of Family Rooms and events to Kent and Sussex Counties as part of the RMHCGDE strategic plan.

### Volunteer Coordination

- In collaboration with Hospital Volunteer Services, manage the onboarding, scheduling and supervision of volunteers and students
- Build and maintain positive relationships with current and potential Family Room and Hospitality Cart volunteers.
- Create and distribute monthly update to Family Room and Cart 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 database of Family Room and Hospitality Cart volunteers to ensure current, complete and accurate information.
- Communicate upcoming shift needs/volunteer opportunities.

## Qualifications

- Bachelor's degree preferred
- Demonstrated competence in providing hospitality, operational and family support services
- Strong organization skills
- Previous experience working in a nonprofit or health care environment
- Demonstrated volunteer experience, or experience working with volunteers
- Experience working with an online training platform
- Demonstrated interpersonal and written communication skills
- Training and Human Services background preferred
- Minimum 3 years previous staff supervisory responsibilities
- Strong computer skills. Database management, and ability to learn new programs
- Ability to work well with other in a dynamic team environment
- Ability to perform sedentary office work as well as walk, stand and lift up to 25 lbs. to facilitate wish list deliveries and donations to Family Room locations
- Attend Hospital training and annual safety re-orientations as required
- Maintain all health clearances necessary to be onsite at both Family Room locations
- Must have a valid driver's license and reliable transportation
- Must be willing and able to travel between Ronald McDonald Family Room locations at partner hospitals.