



Keeping families close®

Position: Family Support Services Coordinator-Lead

Position Summary:

We are looking for an organized problem-solver to join our amazing Family Support Services Team. The ideal candidate can work independently while providing leadership in our Family Support Services Office.

The Family Support Services Coordinator-Lead is responsible for creating a welcoming and supportive environment for Ronald McDonald House Charities of Greater Delaware (RMHCGDE) families and guiding the daily operations of the Family Support Services Office. This position models RMHCGDE's values and compassionate hospitality principles, reinforcing a culture of superior service for guest families.

Position Reports To: Family Support Services Manager

Compensation/Benefits:

Salary is \$21.00 per hour, including benefits.

Nonexempt **Exempt (check one)**

Hours: This is a 32-hour per week position. Scheduled hours will be Monday, Tuesday, Wednesday and Thursday 11:00am-5:00pm and Friday 10:00am-6:00pm.

In addition to the usual 32-hour work week, occasional weekday hours (Monday-Thursday from 5:00pm-9:00pm) may be available. Covering these shifts would be optional not required.

Remote or hybrid work is not an option for this position.

Primary Duties/Responsibilities:

- Provide leadership and guidance to all Family Support Services Coordinators
- Monitor the guest management and access control systems for accuracy
- Offer feedback (verbal and written) to Family Support Services Coordinators on work completed during their shifts
- Manage guest registration process: coordinate room assignments, check in/check out families and provide access to guest rooms, lactation room and multi-sensory room
- Serve as a resource and/or make reservations for families in need of transportation and/or hotel reservations

- Work with and provide guidance to volunteers who offer House tours and deliver equipment to guest rooms
- Maintain proficiency in guest registration and guest management systems
- Provide end-of-shift summary of activities to ensure consistent communication and follow up between shifts
- Demonstrate commitment to compassionate hospitality principles with each family interaction
- Create a comfortable environment that encourages family cooperation and offers a “home-away-from-home”
- Provide a warm and welcome greeting to all families
- Assure adherence to policies and processes that maintain the well-being of staff, volunteers and families
- Elevate issues and problems to the Family Support Services Manager and/or Director of Family Support Services
- Assist as needed to ensure consistent House operations
- Perform other duties as assigned

Competencies and Qualifications:

- Ability to communicate well and work effectively with persons of diverse backgrounds
- Confidence to interact and collaborate with various stakeholders including guest families, volunteers (including Board members), hospital personnel, staff and donors
- Well-developed problem solving and conflict resolution skills
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines
- Functions as a collaborative team member in a fast-paced environment
- Maintain strong professional boundaries when working with families in crisis
- Respect confidential information related to families, staff, volunteers and House operations
- Proficiency with Microsoft Office – Outlook, Word & Excel
- Bilingual in English/Spanish is highly preferred

Additional Requirements:

- Pre-employment background check and child protection registry clearance

Experience:

- Requires at least one year of work experience in customer service or similar position that involves interaction with the public. Experience in the hospitality industry preferred.
- Experience, paid or volunteer, working with families of children with medical or developmental needs highly desirable

Education:

- High school diploma or GED required