



Keeping families close®

We are looking for enthusiastic, compassionate, curious people to join our amazing Family Support team!

Family Support Coordinator

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

Schedule

This is a weekend position with the ideal candidate available Saturdays 9:00am-3:00pm (6 hours) and Sundays 9:00am-3:00pm (6 hours) or 3:00pm-9:00pm (6 hours). The full 12-hour shift on Sundays may be requested as needed. Applicants unable to work this schedule will not be considered for this position. Individuals in this position should expect to work no more than 20 hours per week. Occasional weekday hours may be offered, 5:00pm-9:00pm (4 hours).

Compensation/Benefits

Salary is \$18 per hour. This position does not offer benefits; however, a stipend is paid for shifts worked on holidays.

Primary Duties/Responsibilities

- 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 system
- 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 Manager/Social Worker
- 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

Applying

If you are interested in applying, please respond with a resume and cover letter to jobs@rmhde.org or mail to the Ronald McDonald House of Delaware, 1901 Rockland Road, Wilmington, DE 19803.

**No phone calls please. We are unable to reply to all calls and want to be fair to each applicant.