



Ronald McDonald House Charities® of Idaho, Inc. Position Description

Keeping families close®

Title: Family Services Coordinator (FSC)

Reports to: Director of House Operations

Overview: The position is a full time, exempt, salaried position. The FSC provides direct services to families, embodying and modeling Ronald McDonald House Charities® of Idaho (RMHC) family-centered values while reinforcing a culture of compassion, care, and exemplary service. As such, the FSC is an integral part of the operations staff, assisting families from the initial point of contact: processing referrals through the family's departure.

Responsibilities:

Family Relations

- Support a family-centered culture that provides safe, warm, positive experiences while ensuring privacy standards, practices and policies are followed
- Manage family wait-lists, registrations and check in/out
- Orientate new families by giving house tours to inform families of House features and rules.
- Assist volunteers with providing welcome bags for families

Hospital Liaison

- Cultivate and manage relationships with referral agencies
- Coordinate family referrals, wait-lists, screening procedures and timelines for check-in/out
- Schedule occupancy and room assignments for guest families
- Ensure that medical personnel contact list is up to date

Staff Supervision & General Administration

- Hiring, Supervision and Evaluation of family services team, includes managing shift schedules and implementing trainings
- Work with Operations Director to: prepare reports, craft procedural changes and provide budgetary feedback
- Receive and record in-kind donations
- Attend and provide input for staff training and meetings
- Be available as emergencies arise during and outside of regular business hours and holidays

Requirements:

- Bachelor's Degree and/or 3-5 years' experience
- Bilingual (English/Spanish) preferred
- Organized with excellent verbal, written and interpersonal communication skills.
- Strong attention to detail
- Possess strong leadership skills - experience with supervising and training preferred
- Proficient computer skills in MS Office Suite (e.g., Word, Excel, Outlook and PowerPoint, etc.) and database software
- Ability to work under limited supervision, both independently and as a team member.
- Ability to work day, evenings, and/or holiday hours as needed
- The employee is regularly required to walk, sit and stand, reach with arms and hands, talk, hear and may be required to lift up to 25 pounds