



**Ronald McDonald
House Charities®**
Idaho

Family Room Coordinator Job Posting

Keeping families close®

The Ronald McDonald Family Room Coordinator (RMFC) is a full time, non-exempt, hourly position. The position reports directly to the Director of Operations and is responsible for managing the Ronald McDonald Family Room (RMFR) program at Eastern Idaho Regional Medical Center (EIRMC). This includes training & scheduling of RMFR managers and volunteers and managing the day to day operation of the RMFR including providing direct services to families in the RMFR, embodying and modeling Ronald McDonald House Charities® of Idaho family-centered values.

Family Relations

- Support a family-centered culture that provides safe, warm, positive experiences while ensuring privacy standards, practices and policies are followed
- Manage day to day operations, including registrations and intake
- Develop processes for daily operations and orientate new families
- Ensure cleanliness, safety and smooth operations of the RMFR
- Monitor physical Family Room space for stocking, replacement and/or maintenance needs.

Hospital Interactions

- Coordinate referrals, room assignments, screening procedures and timelines
- Schedule occupancy and room assignments for overnight rooms as needed
- Ensure that emergency and hospital contact list is up to date

Staff & Volunteer Training

- Assist with Hiring, Supervision and Evaluation of Family Room Managers, includes managing shift schedules and implementing trainings
- Responsible for the training, scheduling and management of the RMFR volunteers in line with both RMHC and hospital policies and procedures
- Support the Family Room Managers & Volunteers in their positions

General Administration

- Work with Director of Operations to provide informational reports
- Provide input into budget and needs for RMFR program
- Work in collaboration with Data & Administrative Director to develop and maintain record keeping, tracking and acknowledgement of donors, RMFR guests and volunteers
- Help to 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
- Work with events, communication & fundraising staff as needed to support programs in Eastern Idaho

Position Requirements

- Bachelor's Degree with supervisory experience and/or 3-5 years' experience
- Excellent verbal and written communication skills
- Proficient knowledge of Microsoft Office software and experience with databases
- Previous successful experience managing staff and volunteers
- Demonstrated problem-solving and decision making skills
- Flexible in work functions and duties and respond to changing priorities
- Motivated self-starter who can manage multiple tasks and meet deadlines
- Skilled in working with community outreach and donor relations
- Must maintain high confidentiality and understand working with private and sensitive data
- Must be organized, able to function as a team member, accept direction and provide leadership, and highly sensitive to and supportive of the needs of RMHC mission and guest families



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- Must be able to work closely with a remote team for support
- Able and willing to work some nights, weekends and holidays 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
- Universal masking protocols required when working

The position is based in Idaho Falls

Compensation range for the position starts at \$18 per hour, commensurate with experience

Please reply with a resume and cover letter to Mike Krause, mike@rmhcidaho.org