



Keeping families close®

The Family Room Manager is a part-time hourly position, scheduled primarily during evenings and/or weekends. The position reports to the Family Room Coordinator. The position is responsible for oversight of the Ronald McDonald Family Room (RMFR) at Eastern Idaho Regional Medical Center (EIRMC) when on duty. The RMFR Manager will provide direct services to families in the RMFR, embodying and modeling Ronald McDonald House Charities® of Idaho family-centered values.

Family Room Management:

- Work closely with the Family Room Coordinator to ensure smooth day-to-day operation of the RMFR during working hours, adhering to RMFR policies and procedures as outlined
- As needed, interact with hospital staff at EIRMC across various hospital departments (i.e. housekeeping, security, volunteer, administration, operations, pediatric and neonatal units, etc.) to support and ensure smooth and cohesive operation of the RMFR
- Monitor physical space for stocking, replacement and/or maintenance needs, ensuring cleanliness and safety, communicating needs to Family Room Coordinator
- When needed, coordinate with EIRMC staff and social workers in facilitating family referrals for overnight accommodations at the RMFR
- Provide a supportive role to families, promoting a warm and friendly environment
- Address questions or concerns from families and volunteers in the RMFR in a warm, friendly, and supportive manner
- Use systems to enter guest and volunteer data into the database, referring to the Database and Administration Director for clarity and support

Volunteer Management:

- Work closely with RMFR volunteers on shift, providing meaningful experiences.
- Clearly communicate volunteer roles, responsibilities, and expectations to RMFR volunteers, addressing any questions or concerns from volunteers

Position Requirements:

- High School Diploma or equivalent required
- 1 to 2 years of college or equivalent preferred
- Bilingual (English/Spanish) preferred
- Must have excellent communication skills and comfort level with various computer programs
- Must have positive attitude, be solution oriented and an understanding of service and hospitality
- Must be organized, able to function as a team member, accept direction, provide leadership, be confidential and conscientious, and highly sensitive to and supportive of the needs of RMHC guest families
- 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.

The position is based in Idaho Falls

Compensation range for the position starts at \$12-\$13/hr, commensurate with experience.

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