



Keeping families close®

Family Services Manager Job Posting

The Family Services Manager (FSM) is a part-time hourly employee scheduled primarily during **weekends and some weekday evenings**. The FSM works closely with the Family Services Coordinators (FSC) to manage guest-family arrivals and registration activities and serves as a point-of-contact and support for all guest-families during their stay. The FSM models RMHC's values and compassionate hospitality principles, reinforcing a culture of exemplary service for guest-families.

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, policies and expectations
- Allocate and distribute welcome bags for families

Hospital Liaison

- Maintain communication with referring medical agencies to provide guests with housing services
- Manage family referrals, wait-lists, screenings procedures and timeliness for check-in/out
- Manage occupancy and room assignments for guest-families

Administration

- Administrator of house operations outside of normal business hours
- Document guest family issues or concerns and report to Family Services Coordinator, while maintaining confidentiality and accurate records of guest information
- Accurately enter guest check-in/check-out records
- Manage shift-change handoffs, effectively communicating information and processes
- Participate in regular staff and team meetings
- Regularly accept the arrival of in-kind donations and assist with donation storage
- Continually implement house guidelines, policies and procedures
- Maintain a house appearance that is reflective of safety, cleanliness and infection control
- Regularly provide support and true sense of hospitality for all guests; fulfill daily needs and execute the organization's Service Standards

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.
- Universal masking protocols required when working

The position is based in Boise

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.