



Keeping families close®

Family Services Manager Job Posting

The Family Services Manager is an hourly employee, scheduled primarily during evenings and weekends. The FSM works closely with Family Services Coordinator(s) to organize 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/outs
- 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/outs
- 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 rules, 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 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 position is based in Boise

Compensation range for the position starts at **\$17/hr**, commensurate with experience.

Please reply with a resume and cover letter to Joanna Mushlitz, joanna@rmhcidaho.org