



Keeping families close™

## **Ronald McDonald House Charities® of Idaho, Inc. Family Services Specialist**

For over 37 years, Ronald McDonald House Charities of Idaho Inc. (RMHC of Idaho) has been an Idaho nonprofit established to keep families together and promote the health and well-being of children. RMHC of Idaho is committed to an inclusive and respectful culture. Our culture is led by our core values of communication, teamwork, executing for results, and compassionate care for those we serve, and those we work with and inspire. Each member of our team demonstrates these core values and is focused on our mission and the families we serve. Come be a part of our dedicated team!

### **Title: Family Services Specialist**

### **Reports to: Family Services Manager**

**Overview:** The Family Services Specialist is a part-time non-exempt, hourly position, with a varied schedule between the hours of 9am and 10pm (including holidays). The FSS works closely with Family Services Manager(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 FSS models RMHC of Idaho's values and compassionate hospitality principles, reinforcing a culture of exemplary service for guest families.

### **Primary Duties and 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 registrations and check-in/outs
- Orient new families by giving house tours to inform families of house features, policies and expectations
- Anticipate and prepare for incoming families and their ongoing needs

#### **Hospital Liaison**

- Maintain communication with referring medical agencies to provide guests with housing services, answer questions, and collaborate with social workers on moderate to complex issues; escalating issues to the FSM(s) as needed
- Manage family referrals, screening procedures, and timeliness for check-in/outs
- Manage occupancy and room assignments for guest families

#### **Operations Support**

- Provide assistance where needed to keep House operations and family services functioning smoothly
- Administrator of house operations outside of normal business hours
- Document guest family issues or concerns and report to FSM(s), 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 and organization
- Continually implement house rules, policies and procedures

- Proactively maintain a house appearance that is reflective of safety, cleanliness, and infection control by completing cleaning tasks of communal areas of the House
- Keep food items stocked in family kitchens and dining area
- Regularly provide support and a true sense of hospitality for all guests, fulfilling daily needs for families and executing Service Standards
- Assist with volunteer application processing, scheduling, orientation, and task assignments
- Other duties as assigned

**Pay Rate and Benefits:**

This position pays \$17 per hour and will accrue paid time off.

**Required Application Material:**

Please submit a cover letter indicating your interest, qualifications for the position, and availability (Monday – Sunday 9am-10pm), and attach a resume that includes employment history to [careers@rmhcidaho.org](mailto:careers@rmhcidaho.org).