

Job Description



JOB TITLE: Family Care Specialist

Reports To: Program Manager

Last Updated: 04/13/2026

Status & Salary: Part Time Hourly **\$16.00/hour**

SUMMARY OF ROLE

The Family Care Specialist is one of the first and last contacts for anyone staying at or visiting Ronald McDonald House. The Family Care Specialist is an important ambassador for RMHC and should be personable and caring in all interactions with guests, volunteers, donors, hospital staff and visitors.

The Family Care Specialist also ensures the continuity of House operations, safety, and security during their assigned shift. This position is trained to work at both RMHC Richmond Houses and will provide coverage at either location as needed to ensure consistent service and operational support.

All RMHC employees are expected to embrace our Values of:

We lead with compassion

We are deeply respectful

We act with integrity

We are firmly committed

ESSENTIAL DUTIES

include but are not limited to:

1. Foster strong collaboration and open communication across Ronald McDonald Houses to support exceptional service to families with children receiving medical care.
2. Manage guest check-in and check-out processes, including completion of guest forms and internal documentation.
3. Serve as a resource for guests by staying informed of family needs and providing appropriate support.
4. Conduct routine interior and exterior rounds, including vacant rooms, to ensure house readiness and report issues to the Program Manager.
5. Maintain facility appearance in accordance with RMHC Richmond standards, including cleaning and resetting guest rooms as needed.
6. Process and organize incoming donations and help maintain a clear, welcoming lobby environment.
7. Ensure all common spaces are properly stocked and organized.
8. Adhere to RMHC Richmond food policies and procedures and maintain a current ServSafe certification.
9. Guide and support house and meal volunteers, ensuring clear expectations and a positive, high-quality volunteer experience.
10. Serve as a consistent, reliable staff presence according to the assigned weekly schedule and provide thorough shift-transition updates to teammates.
11. Maintain positive and warm public relations with medical partners, neighbors, and community members.
12. Review and respond to work-related emails and correspondence throughout the scheduled shift.

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13. Cross-train across multiple program locations to provide flexible and consistent operational support.
14. Participate in required meetings, trainings, professional development opportunities, and performance discussions, including trauma-informed care and annual career conversations.

KNOWLEDGE, SKILLS & ABILITIES

- Exceptional interpersonal and written communication skills, with the ability to actively listen, build meaningful relationships, and maintain long-term trust and partnership with families, volunteers, and team members.
- Self-motivated and committed to ongoing professional and technical development, consistently applying new knowledge to the role and sharing insights with colleagues.
- Proactive problem solver who consistently centers the needs of families in all aspects of the work.
- Demonstrates sound judgment and upholds a high standard of ethics and accountability for self and others.
- Authentically embraces and promotes values of inclusivity and diversity in daily practice.

MINIMUM QUALIFICATIONS

- High School Diploma or educational equivalent.
- Access to reliable transportation.
- Computer skills, with working knowledge of the primary Microsoft Office programs.
- Ability to successfully pass a background check and other pre-employment screening.

ADDITIONAL DESIRED QUALIFICATIONS

- Multilingual skills
- Previous experience in a nonprofit or hospitality setting
- Familiarity with trauma-informed care principles
- Bachelor's Degree

PHYSICAL REQUIREMENTS

includes but are not limited to:

- Able to talk and hear, both in person and by phone.
- Able to use hands and fingers in a manner that allows for use of a keyboard and phone.
- Vision abilities required by this job include close vision.
- Able to climb 4 flights of stairs multiple times per shift.
- Able to lift & carry items up to 25 lbs.
- Able to work on a computer for extended periods of time.
- Must remain awake and alert throughout the entirety of the shift.

EMPLOYEE ACKNOWLEDGMENT

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Ronald McDonald
House Charities®
Richmond

Print

Signed

Date