



Job Title: Family Care Specialist

FLSA Status: Non-Exempt

Reports To: Program Manager

Last updated: October 8, 2024

Position Summary: The Family Care Specialist is one of the first and last contacts for anyone staying at or visiting the Ronald McDonald House at VCU CHoR. 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 his/her or their assigned shift.

Position Responsibilities:

- Work with all the members of the RMHC Richmond staff to achieve the goal of providing the best possible "Home Away from Home" services for families with children receiving medical care in Richmond.
- Maintain open communication with all RMHC Richmond Staff
- Handle guest check-in and check-out activities during overnight hours
- Act as a resource person for guests by staying informed of families' needs.
- Responsible for checking and reviewing all work-related emails and correspondence upon arrival to work and throughout scheduled work shift.
- Light housekeeping which may include cleaning and resetting rooms after families check out.
- Make rounds and inspections of the internal and external house as well as inspection of vacant guest rooms and ensure that all rooms are ready for potential referral.
- Report any operational issues to the appropriate staff member.
- Ensure that the common spaces are properly stocked.
- Greet and advise house volunteers and meal volunteers as needed
- Serve as a consistent overnight staff member every week, as scheduled
- Maintain good public relations with CHoR VCU staff.
- Works within the guest services database to process referrals

Knowledge and Skills:

- Prior knowledge of and experience with principles and practices of social services and non-profit agencies.

- Good interpersonal and time management skills.
- Requires effective oral and written communication skills.
- Computer proficiency.

Education and Work Experience:

- An associate's degree, overnight work experience preferred; OR
- Two years' experience in this or related field; OR
- Any similar combination of education and experience.

Essential Functions:

- Physical Demands: This position requires frequently lifting and walking with items that weigh up to 25lbs.
- Work Environment: While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time.
- This position is located at the Ronald McDonald House within the Children's Hospital of Richmond at VCU
- This position is an overnight shift, Tuesday and Saturday from 9pm to 6am.

Reporting to This Position: None