



Job Title: Family Care Specialist

FLSA Status: Non-Exempt

Reports To: Program Manager

Last updated: May 15th, 2025

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 the Children's Hospital of Richmond at VCU. 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.

Position Responsibilities:

1. Work with all members of the RMHC Richmond team to achieve the goal of providing the best possible services for families with children receiving medical care in Richmond.
2. Handle guest check-in and check-out activities during work hours.
3. Act as a resource person for guests by staying informed of families' needs.
4. Responsible for checking and reviewing all work-related emails and correspondence upon arrival to work and throughout scheduled work shift.
5. Provides guest transportation to and from the hospital through Lyft account.
6. 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.
7. Ensures that the appearance of the facility meets RMHC Richmond standards. This includes cleaning and resetting rooms as needed.
8. Report any operational issues to the Director of Operations and Facilities.
9. Ensure that the common spaces are properly stocked.
10. Greet and advise house and meal volunteers as needed.
11. Serve as a consistent staff member every week, as scheduled.
12. Delivers a thorough and clear update to teammates during shift transitions to ensure continuity and smooth handovers.
13. Maintain good public relations with medical partners.
14. Maintains open communication with all RMHC Richmond staff.
15. Maintains good public relations with neighbors and community.
16. Communicates pertinent information about behavior and activities of guests to the Program Manager and/or AOC.

Knowledge and Skills:

- Excellent communication skills, mature judgment, and diligence
- Demonstrate a positive and empathic attitude when working with guests, donors, volunteers, and others.
- Comfortable working independently within program spaces while interacting with patients, their families, and the clinical team.
- Demonstrate respect for the privacy and confidentiality of all guests and agency information
- Demonstrate genuine concern for the successful operation of the House
- Computer proficiency with multiple programs, including Microsoft 365 and general data base software
- Have a valid driver's license

Education and Work Experience:

- Associate's degree in social sciences, Hospitality, or related field; OR
- Two years' experience in nonprofit work or related field; OR
- Any similar combination of education and experience preferred.

Essential Functions:

- As a 365-day-a-year operation, employees may be required to work on holidays and during inclement weather to support continuous service delivery.
- Must have consistent and predictable attendance.
- Must be able to lift twenty-five pounds.
- Flu vaccination per hospital policy.

Reporting to This Position: None

To apply please email hr@rmhc-richmond.org with the subject line "Family Care Specialist Hospital Location"