



**Job Title:** Family Services Coordinator

**Reports To:** Director of Programs and Medical Partnerships

**Last Revised:** May 11, 2023

**Position Summary:** The Family Services Coordinator (FSC) manages Guest Services and guest/family relations at the Ronald McDonald House and may be asked to serve as a back-up for the In-Hospital programs. The purpose of the FSC is to process incoming referrals, create intake documents, perform guest family registration, and facilitate the departure experience from RMH programs. The FSC adheres to all policies and procedures and supports the organization's mission as a brand ambassador. The Family Services Coordinator ensures that the guest experience is comforting, safe and that the environment is well organized. Excellent communication and computer skills, flexibility, a sense of humor, and attention to details are essential for this role. Principle duties are welcoming, collecting donations and Medicaid insurance card when applicable during the check-in process. FSC services is responsible for maintaining data entry records on a regular basis and serves as a Guest Services Associate as needed.

**Essential Duties and Responsibilities:**

1. General: Work with all team members of 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
2. Guest Relations: Coordinates the admission of families to RMHC program by affirming referral and confirmation of inpatient hospital or other qualifying medical procedures/appointments. Orients families to RMHC programs and facilities. Performs recordkeeping and data entry related to admissions, departure, and occupancy spreadsheet. Welcomes visitors and guest to RMHC programs, provides tours, information, and assistance, as necessary. Function as a resource person for guests by staying informed about families and their medical situations. Maintains an environment that supports the needs of the families for rest and emotional support. Monitors program occupancy, program environment, including family members and guests, to ensure appropriate usage. Provides guest transportation to and/or from the hospital in the RMHC van when needed. Communicates pertinent information about behavior and activities of guests to the Director of Programs and Medical Partnerships.

3. Exceed records: Assures that intake and discharge records are maintained and that the Exceed database is current and accurate and reflective of all referrals. Provides monthly statistics and reports to Director of Programs and Medical Partnerships.
4. Referral Partners: Maintains professional and friendly interaction with medical, hospital and hotel partners, Responsible for assembling and gathering relevant news and updates for the program quarterly referral partner newsletter. Updates Exceed and excel spreadsheet and notifies Director of Programs and Medical Partnership of new physicians, clinics, and services. Can make suggestions for process and communication improvements that strengthen relationships. Works with the Director of Programs and Medical Partnership to recognize special days and events that promote increase in referrals and RMHC mission to deliver services.
5. Facility Maintenance: In partnership with Operations Manager assures that the appearance of the facility meets RMHC Richmond standards. This includes cleaning a room to make it available for use if the Housekeeper or volunteer is not available and cleaning communal areas if necessary. Puts away meals, straightens kitchen in the evening, and puts away in-kind donations if no volunteers are available. Manages emergency maintenance issues, as necessary. Report any maintenance needs of the house to the Operations Manager.
6. Maintains close working relations with the Lead Family Services Coordinator and In Hospital Program Manager for the collaboration and continuity of care for our families. FSC will assist in-hospital interns and helps to direct volunteers at the house in preparing Lunches with Love.
7. Volunteer Management: Assist the Volunteer Coordinator with training and helps to lead volunteers during shift to include Meal Volunteers, program specific volunteers and interns.
8. Other duties:
  - Maintain good public relations with neighbors and community.
  - Completes and reconciles Medicaid tracking and billing monthly
  - Creates guest survey report quarterly
  - Reconcile hotel invoices against house occupancy sheet
  - Work with Guest Services Associates and part-time FSC to implement regular family activities.
  - Maintains family bulletin board with current events, news, and information.
  - All other duties as assigned.

**Knowledge and Skills:**

- Excellent communication skills, mature judgment, and diligence
- Flexible, patient, and capable of coordinating tasks simultaneously
- Demonstrate initiative, problem solving ability, and diplomacy
- Displays confidence and able to perform duties with minimum direction and supervision
- Demonstrate cheerful outlook toward guests, donors, volunteers, and others who come in contact with the House.

- Comfortable working independently within the Hospital 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 office and general data base software
- Have a valid driver's license.
- Data entry experience

#### **Education and Work Experience:**

- A bachelor's degree in social sciences, Communications, Hospitality, or related field is preferred OR
- Two years' experience in nonprofit work or related field; OR
- Any similar combination of education and experience preferred.
- Administrative experience is desired
- Ability to communicate in Spanish is a plus

#### **Essential Functions:**

- Physical Demands: Must be able to occasionally lift and walk while carrying up to twenty-five pounds. The House is four (4) stories with no elevator; stair climbing is necessary. Delivering items from RMH to our hospital sites is an expected part of this job.
- Our In Hospital Programs are located on pediatric units of our hospital partners therefore applicant is required to receive annual FLU vaccine and COVID-19 vaccination.
- Work Environment: While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time.

**Reporting to This Position:** Provides leadership by example and peer role modeling

- This is a part-time position starting at \$16.00 hour typically with 22-30 hours a week.
- Must be flexible typical working hours Tuesday – Saturday 3:00pm – 11:00pm  
Weekend hours may vary depending on coverage needs. May be asked to work morning shift instead of evening.
- \*\*Occasional need may arise for coverage on the overnight shift\*\*
- **Interested applicants send letter of interest and a copy of most recent resume to the attention of Greta Johnson at [greta@rmhc-richmond.org](mailto:greta@rmhc-richmond.org).**