



Job Title: Family Services Coordinator

Reports To: Director of Programs and Medical Partnerships

Last Revised: April 6, 2022

Position Summary: The Family Services Coordinator (FSC) oversees Guest Services and relations at the Ronald McDonald House and In Hospital Family Room program. The purpose of the FSC is to process incoming referrals, create intake document, guest family registration and departure from RMHC– Richmond program. 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 House Assistant when needed.

Essential Duties and Responsibilities:

1. General: Work with all the members of the RMHC – Richmond staff and Board of Directors 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. Works closely with Family Room Manager to ensure smooth operations of Family Room program to include assistance with Lunches with Love, Happy Wheel cart

- rotation, stocking, and replacement of items. Assures organization, cleanliness and safety that promotes a warm and friendly environment for in hospital guest families.
4. Volunteer Management: Assist, train and helps to lead volunteers during shift to include Meal Volunteers, program specific volunteers and interns.
 5. Referral Partners: Maintains professional and friendly interaction with medical, hospital and hotel partners, Notifies Director of Programs and Medical Partnership of new physicians, clinics and services as well as make suggestions for process and communication improvements that strengthen relationships.
 6. Facility Maintenance: Is responsible for the appearance of the facility while she/he is on duty. 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
 7. 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
 - 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;
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 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.
- Family Room program is located pediatric unit 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: none

Submit cover letter, resume and two professional references to Greta Johnson Director of Programs and Medical Partnerships at greta@rmch-richmond.org