Ronald McDonald House Charities Greater Houston
Job Description

TITLE: Hospital Programs - Hospital Programs Manager
PROGRAM LOCATION: RMHC Greater Houston inside one of our Hospital Programs (i.e, CMHH, MDA, TCH)
REPORTS TO: Hospital Programs Director
FLSA STATUS: Non-exempt, Part-Time. Additional hours are required outside of normal business hours or as set forth by the demands of the position up to and including holidays and FT staff time off.

OVERVIEW: The primary responsibility of the part-time Hospital Programs Manager is to provide continuity of care to families utilizing the Ronald McDonald Houses and Family Rooms inside the respective hospital program. This person works independently to manage day to day operations, volunteer programs and facilities within multiple hospital floor and building locations. The Hospital Programs Manager follows the core values, goals, and objectives and the mission of the Ronald McDonald House as set forth by the Board of Directors.

ADMISSIONS AND FAMILY RELATIONS:

- Greets families and promotes an atmosphere of warmth and support
- Registers families providing tours and review of policies and services
- Assist with monitoring and maintaining an accurate software database of family profiles and statistics
- Interacts with and supports families during check in/out for bedroom use
- Identifies special family situations and discusses these with the Hospital Programs Coordinator and/or hospital staff as appropriate
- Encourages interaction among families
- Manages conflict resolution and cooperates with hospital security when necessary
- Grant exceptions to RMH policies and guidelines as needed, working with unit management and social workers to make an informed and compassionate decision. Communicate exceptions clearly to families.

VOLUNTEER MANAGEMENT:

- Conducts on-the-job training and new volunteer orientations as needed
- Provide ongoing supervision and management for new and existing volunteers.
- Lead volunteers by example, always exhibiting warm and supportive family interactions while respecting appropriate boundaries.
- Instills in volunteers the importance of confidentiality, safety and security, as well as communicating their responsibility to adhere to RMHC GH and Hospital policies.
- Train and supervise volunteers on first-day basics, such as greeting, registering, and touring new families and bedroom check in/check out.
- Train and supervise volunteers to ensure they maintain a clean, safe and comforting environment for families throughout all RMHC GH facilities.
- Ensure volunteers are aware of RMHC GH volunteer expectations and communication process regarding absences and scheduling.
- Ensures volunteers are familiar with database and clock in/out process for accurate reporting of volunteer work hours.

- Promotes an atmosphere of support and appreciation to ensure volunteers feel satisfied and successful in their contribution of time.
- Responsible for all volunteer duties when volunteers are absent.
- Provides ongoing assessment of individual volunteer performance, compliance, and appropriate support of the program.
- Help to supervise volunteers and swiftly address any policy violations they exhibit by gently correcting and clarifying policies for the volunteer.

PROGRAMS AND DONOR MANAGEMENT:

- Responsible for receipt/distribution of monetary and goods donations in accordance with RMH policies and procedures
- Greets, hosts and supervises scheduled activity donors to insure RMHC GH food safety guidelines are followed
- Assess donor activities and provide feedback/concerns to supervisor
- Conduct tours and communicates effectively the mission and needs to visitors, hospital personnel and the community at large

FACILITY MANAGEMENT:

- Performs all necessary requirements to open and/or close all RMHC GH spaces
- Conducts room check in / check out after daily use of bedrooms, including restocking of linens and toiletries
- Responsible for insuring all RMHC GH spaces are well-stocked with supplies and able to consistently meet family needs.
- Monitors the physical structures including equipment, appliances, décor and furniture and provides feedback to supervisor; reports and follows up on urgent maintenance needs.
- Monitors movement within the facility and maintains control of the facility usage by families, visitors and all other guests
- Ensures a clean, safe, and comforting environment for families
- Knowledgeable of RMHC GH and hospital policies on fire safety, security, and maintenance
- Responds appropriately to emergencies and incidents that may threaten the safety and security of the families and/or the facility

QUALIFICATIONS:

Required:

- 1-2 years of work experience.
- Previous experience supervising volunteers
- Excellent interpersonal skills: patience, compassion, outgoing, tactful, flexible, assertive, honest, trustworthy, professional in manner and demonstrates supportive and cheerful behavior
- Ability to function responsibly and independently as demonstrated by excellent decision making skills, sound judgment and a high comfort level to exercise authority
- Excellent presentation and public speaking and community relations skills
- Excellent organizational skills, attention to details, and verbal and written communication skills
- Proficient knowledge of Microsoft Office Suite

Preferred:

- Proficient in speaking Spanish, ability to write in Spanish is an additional plus
- Previous experience working with volunteers and with families during times of stress

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job the employee is regularly required to walk long distances, sit and stand; use hands and finger manipulation, handle, feel, reach with arms and hands, and talk or hear.
- The employee may be required to lift up to 25 pounds.
- The vision requirements include close, distance, peripheral, and depth perception.