



Ronald McDonald House Charities of the Four States Family Room Program Coordinator

Reports To: Executive Director

Schedule

- Part-time (16-20 Hours) Flexible | Works Primarily at Mercy Hospital

Overview:

The Family Room Program Coordinator is responsible for the successful operation of the Ronald McDonald Family Room in Mercy Hospital. The program shall be overseen in a positive and professional manner and within the procedures and policies established by Ronald McDonald House Charities of the Four States. The Family Room Program Coordinator will demonstrate an attitude that gives RMHC families top priority and provides an atmosphere that adds value and develops healthy relationships with volunteers and Mercy employees.

Duties and Responsibilities

- Responsible for the operation of the Ronald McDonald Family Room
 - Based on volunteer availability, create monthly schedule to provide consistent coverage
 - Ensure the family room is clean, organized, and well stocked
 - Complete monthly reports on volunteer coverage and utilization
 - Add value directly to NICU and Peds families, through utilization of the Family Room for laundry, showers, snacks, rest and relaxation
- Build and nurture effective relationships
 - Maintain visibility and create added value to support NICU and Peds staff
 - Manage relationship with Mercy social worker with a goal to generate family referrals
 - Foster short term relationships with families utilizing Mercy Hospital
 - Prioritize respectful relationships with RMFR volunteers
- Family Room volunteer recruitment and on-boarding program
 - Provide a strategic approach to generate volunteer inquiries
 - Provide excellent follow-up to potential volunteers
 - Process volunteer applications, conduct initial interviews, and provide new volunteer orientation

Qualifications and Requirements

- Microsoft Office programs proficient and ability to learn new programs
- Self-motivated, able to work autonomously
- Social / Case work experience preferred
- Supervisory and training experience a plus
- Servant leadership; mission driven, not-for-profit experience
- Ability to relate to individuals of various ages and cultural and socioeconomic backgrounds
- Good verbal and written communication skills
- Detail oriented
- Valid driver's license

For consideration, please email resume to: ljones@rmhioplin.org