



**Ronald McDonald
House Charities®**
Kentuckiana

www.RMHCK.org · 502-581-1416
550 S. First Street · Louisville, KY 40202

Family Services Associate

Reports To: Director of Family Services
Work Schedule: Rotates
Starting Pay Range: \$16.00+/hour
Status: Hourly, Non-Exempt
Benefits: N/A

INTRODUCTION

Ronald McDonald House Charities ® of Kentuckiana (RMHCK) is built on the simple idea that nothing else should matter when a family is focused on the health of their child – not where they can afford to stay, get their next meal, do their laundry, or lay their head at night to rest. RMHCK is more than a house. It's a home and support system allowing families to stay together and focus on the healing of their sick children at a critical time. All programs and services are free of charge to families.

MISSION & VISION

Ronald McDonald House Charities of Kentuckiana provides essential services that remove barriers, strengthen families, and promote healing when children need healthcare. RMHCK envisions a world where every family has what they need to ensure the best health outcomes for their children.

CORE VALUES

- We lead with compassion.
- We are deeply respectful.
- We act with integrity.
- We are firmly committed.

OUR COMMITMENT TO INCLUSION AND BELONGING

You belong here. We create a community where everyone is welcome, valued, and respected. Inclusiveness is a reflex for us, not an initiative. We know that our differences unite us. We embrace and celebrate the unique perspectives, backgrounds, and ideas that each person brings to our mission so that, together, we can best care for all families we serve.

Keeping Families Close

RESPONSIBILITIES

The Family Services Associate (FSA) is the first point of contact for families, volunteers, and visitors at the Ronald McDonald House. This role is responsible for creating a compassionate and caring atmosphere for families and guests, as well as serving as liaison with volunteers. This position serves as a positive ambassador for RMHCK and our mission. Duties include:

- Check families in and out; ensure all information is entered into the Family Registry database (i.e., photos, IDs, and insurance information are recorded properly.)
- Schedule occupancy of guest rooms.
- Enforce House policies with guests and visitors.
- Communicate House policy violations to the Family Services manager-on-call at once via text, phone call, or in-person.
- Assign meaningful tasks to volunteers and thank volunteers appropriately.
- Answer phone calls in a clear and friendly manner; transfer calls to proper staff and/or guest room.
- Clean rooms for incoming guests when volunteers are not available. This could occur at various times depending on needs of the House and volunteer availability.
- Remove linens from guest beds and do laundry, as needed. This task helps the process of turning rooms over for guest families. If higher capacity (i.e. above 45 rooms in use), FSA staff should pull linens from no more than 4 rooms at a time unless simultaneously finishing laundry.
- Perform multiple walk throughs of guest rooms. Resolve issues seen during walk throughs (i.e. stocking items in family kitchens like creamer, sugar, and coffee, etc.) Walk throughs should be completed at the start and end of every shift. If two FSAs are working the same shift, then a third walk through should be completed mid-shift.
- Call and or text families on the wait list/registration list to confirm registration and anticipated arrival time.
- Input end of shift notes into Family Registry database to ensure communication with all Family Services staff.
- Open and/or close cash register, count the money correctly, handle sales transactions, communicate any transaction issues to Director of Finance and Family Services manager-on-call.
- Handle emergency situations in the House according to Emergency Action Plan, including tornado warnings, fires, 911 calls, guest emergencies, etc.
- Accept donated items and place those donations in the correct storage places within the House. Have donation forms filled out and placed in the daily envelope.
- Maintain upkeep of the Volunteer Room Checklist properly including rooms and length of stay. Ensure book, welcome board, and family Registry data all match.
- Check the volunteer calendar for incoming group times and placement.
- The FSA working opening shift each day is responsible for double-checking clean rooms to ensure all items on Room Cleanliness Checklist are stocked and the room meets RMHCK's cleanliness standards. Resolve any issues before a guest is assigned to a room.
- Prepare welcome bags if volunteers are not available. This should be a weekly task when less than 7 bags are pre-made in private check-in room.

- Prepare red and blue linen bags as needed. If only one bag each exists, make a second.
- Utilize the checklist for each assigned shifts to ensure all tasks are completed.
- Help to train incoming FSA staff, as needed.

In order to best support RMHCK's mission, all employees are expected to make contributions to daily operations that are not explicitly stated within the scope of their job title or department duties. To that end, all jobs include the requirement to participate in duties that cross over departmental lines and are in the interest of the overall health of the organization and beauty of the campus.

SKILLS AND QUALIFICATIONS

- Must be very detail-oriented; Ability to work accurately, with frequent interruptions.
- Good organizational, time management, customer service, and critical thinking skills.
- Ability to work with a diverse group of constituents (families, volunteers, donors, staff) while maintaining professional boundaries.
- Ability to be self-directed; Work well independently and as part of a team. Provide a teamwork approach to problem solving.
- Ability to exercise flexibility, initiative, good judgment, and discretion.
- Ability to lift ten pounds.

APPLICATION PROCESS

Interested candidates should submit a current resume and cover letter to Director of Family Services Christy VanOver at christy@rmhck.org. Those selected to continue in the hiring process may be asked to participate in an in-person interview.