



Ronald McDonald
House Charities®
Kentuckiana

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

FAMILY ROOM & HOSPITALITY CART COORDINATOR

INTRODUCTION

Ronald McDonald House Charities of Kentuckiana (RMHCK) believes that families who have to travel to Louisville with their sick children should have a safe and secure place nearby where they can go receive comfort, kindness and rest without being overburdened by expense. This is your opportunity to make our guests' day better than the one before by providing the best environment and customer service experience available. We want you to take charge, use your skills and find new ways to keep guests smiling and comfortable during their stay with us.

Since 1984, we have been providing premium services to our guests by offering:

- A 24/7 facility with 56 Guestrooms
- Free parking for guests and employees
- Keyless security system throughout
- Free meals prepared in the main dining room by volunteer groups 1 – 2 times per day
- Kitchens on every floor with cabinets stocked with food donated by the community
- Free laundry facilities
- Free toiletries and other household items
- Books, movies, games, play equipment and activities
- Respite rooms/areas in three area hospitals

MISSION

To provide the home and support that allows families to stay together while they focus on the healing of their sick children at a critical time.

CULTURE

We Put Families First – All things begin with our families so we are committed to treating our guests better than they expect by being courteous and kind. We are all ambassadors and smile a lot.

We Give Our Best – We value positive and professional attitudes. We believe personal energy and drive help overcome organizational challenges and take advantage of improvement opportunities in resourceful and accountable ways.

Collaborate – We support one another in the delivery of our mission. Team is important and we are committed to helping each other provide the best for our guests. Communication is highly valued.

We Celebrate – We cheer each other on and encourage the success of others. We focus on appreciating and recognizing wins.

Keeping Families Close

KEY COMPETENCIES

Values & Trust – Keeps the mission and priorities of RMHCK first and foremost when making decisions that impact our service to families. Acts with honesty and integrity in all matters. Treats others fairly. Represents RMHCK well in all deeds and actions.

Compassion - Acts in a caring and inclusive way towards all guests, volunteers and coworkers, regardless of relationships to them and without regard to any individual differences.

Adaptability – Is open to and embraces change and new ideas. Demonstrates flexibility in doing things differently. Is able to adapt quickly without reservation. Is supportive and consistently reliable to execute changes in methodology or process.

Learning on the fly - Learns quickly when facing new projects. Is eager, curious and asks questions. Takes notice of the environment and how it can be improved. Is willing to try new things.

Problem Solving - Can find effective solutions to problems; demonstrates ownership, is proactive and resourceful. A creative thinker who can carefully analyze a situation and has the determination to resolve issues effectively.

Self-Development - Is personally committed to and actively works to continuously improve themselves by learning from other staff members and other continued educational resources.

RESPONSIBILITIES

Our Ronald McDonald Family Room Programs are designed to support families through their child's medical journey – whether it's a break from the clinical environment, a restorative nap or night's rest, or a sense of normalcy sitting down with a cup of tea. Hospital leaders worldwide increasingly understand that accommodation and support for families contribute to high-quality, family-centered care.

Our Hospitality Cart at the Novak Center for Children's Health is a unique way to bring a little joy to children and their families by providing snacks, beverages, and activities during doctor visits.

The role of the Family Room and Hospitality Cart Coordinator is critical to ensuring that RMHCK's Ronald McDonald Family Rooms and Hospitality Cart programs have adequate supplies and support to be successful. Within this role, the Family Room and Hospitality Cart-Coordinator will work closely with volunteers and hospital partners to ensure programs are effective in meeting our mission.

Other duties include but are not limited to:

- Onboard and train new program volunteers
- In the absence of volunteers, fill volunteer shifts to complete daily program tasks
- Provide daily program support to include responding to volunteer needs
- Ensure programs have all necessary operating supplies. Obtain and transport as needed
- Build a positive image and rapport with volunteers and hospital program partners.
- Administrative tasks to include volunteer database, and schedule management and monthly newsletter creation and distribution
- Identify, monitor, and report any program facility issues or concerns to Director of Programs & Volunteers

A DAY IN THE LIFE OF A FAMILY ROOM & HOSPITALITY CART COORDINATOR

Volunteers:

- Respond to inquiries about family room volunteer opportunities
- Provide introductory orientation to new volunteers
- Coordinate and schedule required volunteer peer shadows
- Ensure completion of NWCH hospital volunteer requirements
- Schedule new volunteers on their volunteer shifts
- Create and distribute monthly volunteer newsletter
- In absence of volunteers, fill volunteer shifts to complete daily program tasks
- Inform volunteers of important family room program updates
- Run monthly statistical reports and others as needed in the volunteer database

Family Registry Database:

- Ensure completion of family registrations. Input information into Family Registry database
- Send follow up email to guests

Supplies:

- Keep current list of supplies needed. Obtain and transport supplies as needed

Families:

- Provide hospitality to guests by ensuring a warm-welcoming space
- Respond to guests' needs and concerns
- Contact social worker or NICU staff as necessary to report concerns

Facility:

- Check on family rooms minimally once per week to ensure proper condition and operation of the spaces
- Monitor and report any facility issues to building management group NTS or NWCH bio-engineering
- Ensure resolution of issues in a timely manner

SKILLS AND QUALIFICATIONS

- The ideal candidate will have a variety of both weekday and weekend availability throughout the month
- Knowledge of Microsoft Word and Excel; Ability to easily learn a new database system
- Strong written and verbal communication and interpersonal skills
- Good organizational, time management, customer service and problem-solving 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
- Ability to exercise flexibility, initiative, good judgment, and discretion
- Ability to lift 10 pounds

EMPLOYMENT BENEFITS AND CAREER OPPORTUNITIES

- Comprehensive benefit package covering -
 - Paid Time Off accumulated bi-weekly
 - Paid Holidays
 - IRA matching up to 3%
- Professional development and training.
- Potential promotion from within.
- Making a difference in the lives of others.
- Free meals, beverages and snacks, including coffee, bottled water, and Coca-Cola products

SCHEDULE

**PART TIME
MONDAY – SUNDAY
FLEXIBLE HOURS**

HOURLY, NON- EXEMPT