



## **RMHCK Guest Services Case Manager**

Do you want to make a difference in your community and have a positive impact on families' lives? Are you passionate about people and helping others succeed? Do you enjoy variety in your workday? If so, this is the perfect job for you!

### **Overview/Summary**

Since opening on September 10, 1984, Ronald McDonald House Charities of Kentuckiana (RMHCK) has provided a "home-away-from-home" for families of children receiving healthcare at area medical facilities. Since then, Ronald McDonald House and Ronald McDonald Family Rooms have served over 28,000 families.

RMHCK provides fifty-six guestrooms at the Ronald McDonald House, along with meals prepared by volunteers, laundry facilities, toiletries, recreational activities and more. We seek a highly motivated, dynamic, and compassionate individual who has a passion for our mission.

### **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 - RMHCK Core Values**

#### **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.

#### **We 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.



## 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 co-workers, 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. Can 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.

## Purpose

The Guest Services Case Manager works directly with the families we serve, meeting their needs during their stay at Ronald McDonald House, while also ensuring that families are connected to the right resources and services falling outside of our mission and programs. The Guest Services Case Manager is a regular full-time employee who works 40 hours per week (either Sunday-Thursday 12:30pm-9:00pm **OR** Monday - Thursday 8am-6:30pm) and reports to the Guest Services Senior Manager.



## Position Description:

- Maintaining a compassionate and safe atmosphere by responding to guest needs as they arise.
- Scheduling daily occupancy of guest rooms. Checking families in and out of their guest rooms and ensuring accuracy of data information collected.
- Providing an assessment to provide support for families staying longer than 3 days to assess case management needs; that may include:
  1. **Emotional Support-** Many families come to the House with emotional concerns that are either ongoing or are related to the recent diagnosis and treatment of their child. The Case Manager will provide families with emotional support and counseling referrals as needed. General emotional support may include struggles with daily living, parental conflict, difficulty coping, grief and bereavement, concern for the well-being of siblings and family members, and managing day-to-day needs.
  2. **Financial Support-** House case manager collaborates and partners with outside organizations and agencies. Financial assistance may be provided through collaboration with hospital social workers and/or partnerships with outside organizations and donors.
  3. **Supportive Assistance with Resources-** The House case manager will work to create a library of family resources to fully aid the family regardless of need.
- Serving as liaison with volunteers; providing meaningful tasks and thanking volunteers appropriately.
- Entering monthly survey results in Excel Spreadsheet to generate monthly Satisfaction Survey Report.
- Ensuring compliance with House policies by consulting with guests as needed.



## **Position Description (cont.)**

- Serving as a positive ambassador for RMHCK and our mission; providing a collaborative approach to problem solving; attend staff meetings and professional development training programs as required.
- Responding to emergency situations that may occur that could include contacting LMPD, EMS, Fire Department, Hospital Social Workers, etc.
- Liaison between RMHCK and Medical Staff
  - RMHCK/Hospital visitation compliance
  - NAS Diagnosis follow-up
  - Coordinate CPS visits

## **Requirements**

- COVID-19 Vaccinated (must be able to submit verification of vaccination)
- Bachelor's degree in Social Work or related field preferred
- 1-2 years' experience required
- Knowledge of Microsoft Word and Excel; ability to easily learn a new database system
- Must be very detailed-oriented; ability to work accurately with interruptions
- Strong written and verbal communication and interpersonal skills
- Good organizational time management, customer, 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



## Compensation

\$40,000 - \$45,000 salary range (based on education or experience)

At our House, we show our appreciation for our staff by offering great benefits that you probably won't find anywhere else. We provide:

- Free meals prepared by our gracious volunteers and donors
- Free beverages and snacks, including coffee, bottled water, and Coca-Cola products
- Employer paid health, dental, and vision insurance
- Simple IRA: up to 3% retirement match
- Generous paid time off

## Applying

If you are interested in applying for this position, please respond with a resume and cover letter.

Email: [Kim@rmhck.org](mailto:Kim@rmhck.org)

Ronald McDonald House Charities of Kentuckiana  
Attn: Guest Services Manager Job search  
550 South 1<sup>st</sup> Street  
Louisville, KY 40202

\*\*No phone calls please. We are unable to reply to all calls and want to be fair to each applicant. Thank you for your understanding.