



Position: Family Room Coordinator

Reports To: Family Room Manager

Education: Bachelor's Degree

Relevant Work Experience: 1-2 years prior experience

Schedule and Status: Full-time, Tuesday – Saturday, flexible when needed

Hourly Wage: Competitive and Negotiable

Overview: This position is responsible for providing support and assistance in the day-to-day operations of the Austin Ronald McDonald Family Rooms (RMFR). This includes volunteer training and management, administrative support, supply management and other duties as assigned. This position will provide supervisory support to the Austin Family Rooms in the absence of the Family Room Manager, including staffing of shifts at RMFR locations and the response to volunteer and guest inquiries and interactions. This position is an integral part of the Program team and is accountable to the CEO for stewardship of the Mission Statement.

Essential Functions:

Family Room Operations

1. Responsible for assisting with the day-to-day operations of Austin Ronald McDonald Family Rooms
2. Provide a supportive role with families, promoting a warm and friendly atmosphere.
3. Assist with managing food and supply inventory at all Family Rooms
4. Assist with managing in-kind donations for Family Rooms through Adoption Program or other means, including delivery, storage, and acknowledgement.
5. Manage satisfaction survey data entry and analysis.
6. Coordinate shift coverage for all Austin Family Rooms if/when volunteers are unable to staff shifts.
7. Provide support to the Family Room Manager including guest follow-up correspondence, phone calls, reports and surveys.
8. Responsible for data entry into the RMHC CTX database and for maintaining accurate guest and volunteer records within the various online systems used to manage the information

Volunteer Coordination

1. Oversee all aspects of volunteer recruitment, orientation, training and ongoing management for the volunteers at Austin RMFR sites.
2. Responsible for the day to day interaction with volunteers, including scheduling and coordination of filling open shifts.
3. Assist the Family Room Manager with: Recruitment, orientation, scheduling, training, and supervision of Austin RMFR volunteers.
4. Assist in appreciation efforts for volunteers, including thank you notes, Volunteer Appreciation Week and anniversary letters.
5. Provide other support to the Family Room Manager including general clerical work, correspondence, phone calls, email & voice mail, and reports.
6. Support Volunteer Program initiatives by working with volunteer team including assisting with volunteer inquiries, data entry into RMHC database, including new volunteers, volunteer hours, and guest family data.
7. Provide support at Special Events as needed.

Hospital Relationship Coordination

1. Assist in the management of guest relations, assuring compliance with RMHC CTX policies and procedures.
2. Promote the Family Room to hospital patients, families, staff and volunteers.

3. Work closely with various departments within each medical facility to ensure RMFRs are running at optimum efficiency.
4. Plan and participate in community outreach efforts for Family Rooms to effectively communicate mission and needs.
5. Act as liaison with all referral sources, principally hospital staff and families.
6. Assist with special projects and additional duties as directed.

Requirements:

1. Must be able to successfully complete all hospital volunteer requirements, including background check, drug screening and immunization requirements.
2. Must have reliable form of transportation and able to commute up to 15 miles regularly.
3. Computer Experience required. Proficient working knowledge of *Microsoft Office* software.
4. Previous experience working in customer service or guest relations.
5. Excellent interpersonal skills: patience, compassion, outgoing, tactful, flexible and professional in manner.
6. Demonstrates warm, supportive and cheerful behavior.
7. Ability to function responsibly and autonomously.
8. Excellent organizational skills, attention to detail and verbal and written communication skills.
9. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
10. While performing the duties of this job the employee is regularly required to walk, sit and stand; use hands to finger manipulation, handle, feel, reach with arms and hands and talk and hear.
11. The employee may be required to lift up to 25 pounds.
12. The vision requirements include close, distance, peripheral and depth perception.

Position description is for informational purposes and is not an exhaustive list of all responsibilities. Additional duties that are consistent with the responsibility level of this position may be assigned.

Equal Opportunity Employment Statement

RMHC is committed to equal employment opportunity both in principal and in fact. All employment decisions including, without limitation, decisions regarding recruitment, selection, hiring, compensation, benefits, training, advancement, discipline, termination, layoff, return from layoff, and other terms, conditions and privileges of employment, are based on individual qualifications, without regard to race, color, religion, national origin, sex, age, disability, sexual orientation, marital status or any other status not listed here protected by law.