



Position: Hospital Programs Manager – Brazos Valley
Reports To: Volunteer & Programs Director
Education: Bachelor's degree
Relevant Work Experience: 2-4 years prior experience
Schedule and Status: Full-Time, flexible hours to allow for some evenings & weekends as needed
Salary: Competitive and Negotiable

Overview: Hospital Programs Manager – Brazos Valley is a full-time, exempt, salaried position and reports to the Volunteer & Programs Director. The Hospital Programs Manager – Brazos Valley manages the day-to-day operations of all Brazos Valley Happy Wheels Carts (HWC), Ronald McDonald Family Room (RMFR) sites and assists in working with and coordinating the volunteers responsible for staffing each HWC and RMFR. The Hospital Programs Manager is also responsible for Volunteers in the Brazos Valley with specific focus on our Ronald McDonald Family Rooms and Happy Wheels Carts. The Hospital Programs Manager will recruit, train and manage the volunteers of each HWC and at each RMFR site and help manage the relationships between each medical facility and RMHC CTX. The Hospital Programs Manager is accountable to the CEO for stewardship of the Mission Statement.

Essential Functions:

Family Room and Happy Wheels Cart Program Coordination:

1. Manage the Ronald McDonald Family Rooms (RMFR) and Happy Wheels Cart (HWC) programs in Brazos Valley hospitals, including staffing of volunteer shifts, and response and handling of emergencies and resolution of such.
2. Works with the Development Manager – Brazos Valley to handle the on-call responsibility for all RMHC CTX Programs in the Brazos Valley as assigned, including evenings & weekends. This includes support for special events.
3. Responsible for the day-to-day operation of each HWC and RMFR including but not limited to oversight of volunteers, adherence to RMHC CTX and hospital policies and procedures, facility management, marketing of Happy Wheels and Ronald McDonald Family Room services within each hospital and data collection.
4. Provides a supportive role with families, promoting a warm and friendly atmosphere.
5. Monitor physical interior for cleaning and maintenance needs and resolve by working with appropriate partner hospital departments – cleaning, facilities, security, etc.
6. Assists with covering shifts at each Ronald McDonald Family Room site as needed.
7. Responsible for stocking appropriate items for families to access in the RMFR and from the HWC programs, including snacks, beverages, toiletries, books, games, etc.
8. Partner with community supporters to provide regularly scheduled meals at the program sites.

Partnership Coordination between the Medical Facility and RMHC CTX:

1. Assist in the management of guest relations, assuring compliance with RMHC CTX policies and procedures.
2. Assist with the promotion of RMHC CTX programs/services to hospital partners, families of patients as well as to staff and volunteers.
3. Work closely with various departments within each medical facility to ensure each RMFR is operating and providing full services at all times (i.e. housekeeping, food service, security, volunteer office, house supervisors, etc.).
4. Help act as liaison with all referral sources, principally hospital social workers and case managers.
5. Assist with special projects and additional duties as directed.

Volunteer Management:

1. Responsible for the day-to-day interaction with volunteers for Ronald McDonald House Charities in the Brazos Valley.
2. Assist with items including but not limited to: recruitment, orientation, scheduling, training, and supervision of all RMFR volunteers in the Brazos Valley.
3. Assist in all appreciation efforts for volunteers, including but not limited to thank you notes, Volunteer Appreciation Week and anniversary letters.
4. Support volunteer program initiatives by responding to volunteer inquiries and entering data into the RMHC CTX database, including information about new volunteers, volunteer hours, and guest families' data.
5. Provide support at Special Events as needed.
6. Works with volunteers to manage food and supply inventory at all HWC and RMFR locations, including making trips to stock each RMFR & HWC as needed.

Requirements:

1. Passion for the mission of Ronald McDonald House Charities of Central Texas.
2. 2-4 years of experience managing programs and experience coordinating volunteers preferred.
3. Proficient working knowledge of Microsoft Office software, experience with Google Apps, Slack & Trello preferred.
4. Adhere to RMHC CTX policies & procedures and enforcement of such when required.
5. Strong skills in interpersonal interactions, flexibility and the ability to exercise authority & sound decision-making.
6. Ability to respond to and handle emergency situations & conflict management
7. Ability to handle multiple tasks & projects with attention to detail
8. Able to be self-motivated & work independently with strong organizational skills
9. Must exhibit the following: patience, compassion, outgoing, tactful, flexibility, positivity, discretion and professional in manner. Presents a professional image and works well under pressure of constant customer contact or with difficult situations.
10. Demonstrates warm, supportive and cheerful behavior consistently.
11. Ability to function responsibly and autonomously.
12. Excellent organizational skills, attention to detail, strong verbal and written communication skills.
13. Be dependable, flexible, and highly sensitive to and supportive of the mission of Ronald McDonald House Charities of Central Texas.

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.

Physical Requirements:

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.

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Ability to work off shift hours when needed.
- Reliable personal transportation required to allow for visiting program sites.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel. More in-depth information can be found in SOP's, working guidelines, policies, etc.

Where permitted by applicable law, the successful candidate must have received or be willing to receive the COVID-19 vaccine by date of hire to be considered for any position at Ronald McDonald House Charities of Central Texas.

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.