

Ronald McDonald House Charities of Greater Charlotte

Job Description



Job Title:	Family Services Managers (Day and Evening)		
Reports To:	COO		
Job Status:	<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	Hours: <u>40</u> / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Job Summary:			
<p>The Family Services Managers (FSM) work as a team to provide a seamless Guest Family process and experience for all stakeholders from intake to check-out. The FSM are the Managers on Duty during the week, Mondays through Fridays. They are responsible for the Front Desk during the day. The FSM provide and atmosphere of warmth and support by providing information and/or referral to assure needs are met, and by maintaining positive guest relations.</p>			
Essential Functions:			
<ul style="list-style-type: none">• Serves as the Manager on Duty, Mondays through Fridays (<i>Day FSM from 8:30 am – 4:30 pm and Evening FSM from 4 pm – midnight, typical hours</i>).• Manages the Front Desk, including physically staffing and/or backing up front desk volunteers/Title V participants, as necessary. Remain conscious of multiple activities occurring at the front desk at the same time and actively assist as needed. Create the best possible guest, donor, and volunteer experiences. Updates all front desk material as needed (sign in sheets, Master Guest list, The Happenings, etc.)• Actively engage and direct House volunteers in work appropriate to their skill level and for the benefit of the House.• Keeps the COO apprised of pertinent family situations and issues. Have regular discussions with COO about potential guest families – concerns, arrivals, uniqueness of a situation, etc.• Acts as lead coordinators of the guest family referral and intake process, ensure all resources are in place to facilitate this process including intake paperwork (electronic and physical). Create process for prioritizing intakes. Train other staff on intake process as needed. Coordinate with AD Volunteer Services to train volunteers on intake process as needed.• Ensures regular weekly staff contact with each guest family during their stay with the House and share this information via Family Registry. Makes calls on behalf of FS Interns when families are late or missing their weekly appointments with the interns.• Recruits, trains, manages, evaluates, and schedules the Weekend House Managers. Ensures that all open Manager on Duty shifts due to PTO, illness, etc. are covered adequately.• Adjusts schedule to overlap with the Weekend House Managers every 4-5 weeks for a few hours to provide these managers with direct access to their supervisor and coaching as required.• Together the FSM's plan and facilitate 1-2 annual training sessions with all Weekend House Managers and Relief Managers. Utilize the remainder of the VOPs team to assist, as necessary.• Co-manage, train, communicate and evaluate the Relief Manager staff.• Coordinate with the AD Director of Programs and Operations/COO on daily house updates and upcoming room needs.			

- Maintain community living setting with guest families by enforcing House policies and guidelines. Intervene with appropriate action as needed. Initiates appropriate corrective conversations with guest families when House rules are not followed.
- Contact hospital social workers and other healthcare staff when appropriate to ascertain information about guest families and continued need for RMH services, etc.
- Check guest families in and out properly utilizing Lusher Family Registry. Make every effort to have check-ins occur between the weekday hours of 9 am – 8 pm. Train volunteers and Title V staff in the process of checking guest families in and out of the House utilizing Lusher Family Registry.
- Ensure that all Guest Family data in Family Registry is complete and accurate. If information is missing, inaccurately entered, etc. then correct the information as quickly as possible.
- Work with the AD of Volunteer Services to identify on-going front desk volunteer needs both during the week and on weekends.
- Utilize Lusher Family Registry to communicate pertinent information about guest families, rooms, etc. Utilize the FR notes features properly.
- Respond to emergencies by notifying families and providing necessary assistance. Assist families in case of crisis. This includes making sure families leave their rooms and follow emergency protocols in the case of events such as fire alarms and tornado warnings.
- Overlap with security team no more than 10-15 minutes each morning or after midnight, ascertain if there were any issues during their shift, make COO aware of any issues.
- Coordinate with AD Volunteer Services the Holiday Shop ticket process and information for any other special events for families.
- Collaborate, communicate, and cooperate with other team members and departments.
- Other tasks and projects as assigned.

Professional Qualifications:

- Bachelor’s degree preferred.
- 3 years’ experience in human services, social work, case management, or with RMHC preferred.

Knowledge, Skills, and Ability:

- Bilingual in Spanish preferred.
- Intermediate Microsoft Office skill level – Word, Excel, PowerPoint, and Outlook
- Staff management experience
- Leadership and Interpersonal Skills
- Ability to work seamlessly as part of a larger team
- Excellent communications skills both written and verbal
- Ability to work independently without supervision
- Ability to multitask, solve problems, and use sound judgment
- Ability to adapt to changing situations calmly and effectively

Leadership/Management Responsibility:

- Weekend House Managers (*Day FSM manages Day Weekend House Managers, and Evening FSM manages the Evening Weekend House Managers*)
- Co-manage Relief Managers
- Overlaps with Security Team either at the beginning or end of the FSM shift

Performance Categories:

Employee:	Date:
COO:	Date: