



Position: Family Room Assistant (ChristianaCare location)

Ronald McDonald House Delaware is looking to add to our program staff at our Ronald McDonald Family Room® program location at the Center for Women's and Children's Health at ChristianaCare's Newark Campus. These hours will occur during evening hours and weekends. This position helps to cover holidays with holiday pay provided. Family Room Assistants work a minimum of 8 hours per week. These individuals train to work in our program where families and caregivers of pediatric patients gather to rest and regroup. Family Room Assistants provide frontline service to welcome families and provide administrative support to ensure smooth and efficient operations in the program.

Position Reports to: Ronald McDonald House Director of Volunteer Services

☒ Nonexempt ☐ Exempt

Hours: Hours fall between 4:30pm and 9pm on weekdays and 9am and 5pm on weekends; occasional daytime hours on weekdays may be available. Staff must be flexible to accommodate staff meetings and occasional training.

Essential Functions

1. Provide a supportive role with caregivers/ families, promoting a warm, friendly, and inclusive atmosphere.
2. Assist in the management of guest relations, assuring compliance with Ronald McDonald House and hospital policies and procedures.
3. Promote services available to guest families and visitors.
4. Ensure daily operations are running smoothly.
5. Communicate with all stakeholders including families, hospital staff, and Ronald McDonald House as a liaison, ensuring Ronald McDonald House Delaware visibility and professional oversight of the Family Room.
6. Actively participate in taking hospitality cart on rounds to extend hospitality of the Family Room to families at bedside.
7. Facilitate delivery of Meal program in the Family Room, following all safe food handling guidelines.
8. Maintain and respect confidential information related to families, volunteers, donors, and program operations.
 - o Complete End of Night Communications to Ronald McDonald House staff and hospital stakeholders.

Volunteer Coordination

- o Build and maintain positive relationships with current and potential volunteers.
- o Complete daily communications with volunteers to help with oversight of program needs and to ensure tasks and delivery of services.

- Monitor Volunteer Schedule and report any shift changes or volunteer concerns or ideas to Family Room Coordinator.
- Welcome and facilitate acknowledgement of community volunteer groups.

Program Operations

- Help inventory snack supplies for the Ronald McDonald Family Room and Hospitality Cart.
- Review maintenance log and report items needing attention or follow-up to designated hospital staff.
- Maintain daily statistics captured in the programs to measure key metrics.
- Perform daily EVS/Housekeeping monitoring and escalation as-needed report items needing attention or follow-up to designated EVS/Housekeeping staff.
- Assist in the identification of any areas to improve the operations of the Family Room and report to Ronald McDonald House Delaware Director of Volunteer Services.
- Attend Hospital training and annual safety re-orientations as required.
- Respond promptly and professionally to any urgent issues, concerns, or emergencies that arise in the Family Room programs, using sound judgment and aligning with hospital protocol and Ronald McDonald House Delaware core values.

Miscellaneous

- Attend All Hands Ronald McDonald House Delaware quarterly meetings.
- Completion of Trauma Informed Care or Direct Service Delivery training
- Participation in quarterly Family Room Assistant Meetings

Job Qualifications

- Passion for the mission of Ronald McDonald House Delaware
- Previous experience in a customer facing customer service or support type position dealing with individuals from diverse backgrounds frequently. Preferred work experience in roles creating high-level, high-touch customer experience delivery.
- Adherence to Ronald McDonald House and hospital policies and procedures and enforcement of such when required.
- Ability to respond to and handle emergency situations & conflict management.
- Strong interpersonal interactions, flexibility, and the ability to exercise good decision-making.
- Proficient handling multiple tasks and projects with diligence.
- Ability to function responsibly and autonomously.
- Self-motivation and ability to work independently with strong organization skills.
- Previous experience working or volunteering in a nonprofit or healthcare environment.
- Successful completion and annual maintenance of all hospital clearances to be onsite.