

Ronald McDonald House of Dallas Job Description

TITLE: Weekday Evening Family Services Assistant
REPORTS TO: Director of House Operations
CLASSIFICATION: Non-Exempt
WORK HOURS: Sunday - Thursday, 12:00 p.m. – 08:00 p.m.

SUMMARY: The primary responsibility of the Family Services Assistant is to assist the Family Services Manager or Weekend Managers with the operations of the Ronald McDonald House of Dallas (RMHD) during the designated evening hours. The Weekday Family Services Assistant is knowledgeable of the mission, goals, and objectives of RMHD.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

- **Operations Coordination:**
 - Ensures clear communication with families on all RMHD policies and procedures.
 - Communicates accurate eligibility criteria to referral sources and families.
 - Works with the Senior Family Services Manager and Family Services Manager and Night Manager to ensure an effective transition for coverage.
 - Responsible for accepting referrals into the guest management application.
 - Assists the Family Services Manager or Family Services Weekend Manager in performing the daily review of census utilizing the guest management application.
 - Ensures all daily family activity is accurately reflected in the guest management application, such as notes, room assignments, media, etc.
 - Assists in the nightly close of the facility.
 - Assists with the nightly close of transactions and recording of the day's activity to include reconciliation of cash drawer, proper documentation of merchandise sales, and accounting for all receipts.
 - Coordinates check-in and check-out process with the Manager on Duty and volunteers.
 - Communicates with the Sr. Family Services Manager and Chief Operations Officer, if necessary, regarding family issues.
 - May be asked to serve in an on-call capacity during weekend or holiday periods.

- **Facility Support:**
 - Ensures security of facility is maintained by making regular inspections of the premises and monitoring security video system.
 - Conducts daily inspections of RMHD and grounds to identify safety, maintenance, housekeeping, and overall appearance issues and coordinates resolution with Manager on Duty. Completes maintenance request forms as needed.
 - Ensures cleanliness and readiness of rooms prior to family check-in when applicable.

- Monitors House activity and maintains control of the facility usage by families, volunteers, and all other guests.
 - Responds appropriately to emergencies and incidents in accordance with RMHD Emergency Preparedness, Disaster Recovery, and Crisis Communication plans.
 - Ensures facility safety and security by checking all doors multiple times per shifts to make sure they are closed properly and locked.
- **Family Services:**
 - Creates an atmosphere of hospitality and ensures the well-being and comfort of families.
 - Demonstrates an atmosphere of warmth, compassion, and support to ensure a nurturing atmosphere at all times.
- **Volunteer/Community Relations:**
 - Provides support and direction to evening volunteers in collaboration with the Senior Family Services Manager, Chef and Volunteer Managers.
 - Communicates with Volunteer Manager about any unique situations with a volunteer.
 - Encourages volunteer interaction with families.
 - Maintains an awareness of Board functions and Board members in general.

Other duties as directed by supervisor, administrator in-charge, or CEO.

PHYSICAL DEMANDS:

- The physical demands described herein 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.
- 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.
- The employee may be required to lift up to 25 pounds.
- The vision requirements include close, distance, peripheral, and depth perception.

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