

Ronald McDonald House of Dallas Job Description

TITLE: Family Services Assistant
REPORTS TO: Senior Family Services Manager
CLASSIFICATION: Non-Exempt
WORK HOURS: Saturday and Sunday, 8:00 a.m. – 4:00 p.m. (2, 4 and 5th weekends)

SUMMARY: The primary responsibility of the Weekend Day Operations Assistant is to assist the Weekend Manger with the operations of the Ronald McDonald House of Dallas (RMHD) during the designated weekend hours. The Weekend Day Operations Assistant is knowledgeable of the mission, goals, and objectives of RMHD.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

- **Operations Coordination:**
 - Ensures the front desk is staffed at all times during regular business hours.
 - Coordinates weekend activities and staffing with Weekend Manager.
 - Communicates clearly with families on all house policies and procedures.
 - Communicates accurate eligibility criteria to referral sources and families.
 - Works with Weekend Manager, Weekend Evening Operations Assistant, and Night Manager to ensure an effective transition for coverage.
 - Accepts referrals into the Guest Management system
 - Makes room assignments in collaboration with Weekend Manager.
 - Coordinates check-in and check-out process with support of Weekend Manager and weekend volunteers.
 - Ensure all daily family activity is accurately reflected in the system such as notes, room assignments, media, etc.
 - Supervises activities in Teen, Game Play, and Craft rooms.
 - Ensures that donations of goods and services are documented.
 - Communicates with the Senior 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:**
 - Conducts daily inspections of RMHD and grounds to identify safety, maintenance, housekeeping, and overall appearance issues and coordinates resolution with House Manager.
 - Maintains front desk and lobby area.
 - Ensures cleanliness and readiness of rooms prior to family check-in.
 - Monitors TMHD activity and maintains control of the facility usage by families, volunteers, and all other guests.
 - Ensures facility safety and security by checking all doors multiple times per shifts to make sure they are closed properly and locked.
 - Responds appropriately to emergencies and incidents in accordance with RMHD Emergency Preparedness, Disaster Recovery, and Crisis Communication plans.

- **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 weekend volunteers in collaboration with the Weekend Manager and Volunteer Coordinator.
 - Works with Community and Family Activities Coordinator and Volunteer Coordinator to coordinate tours and activities for volunteers and groups during the weekend.
 - Communicates with Volunteer Coordinator 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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