

JOB DESCRIPTION



JOB TITLE: Family Services Manager

SUPERVISOR: Lead Family Services Manager

CLASSIFICATION: Non-Exempt, Casual Position (Part-time)

POSITION SUMMARY: The Family Services Manager (FSM) provides compassionate support to families staying at the Ronald McDonald House (RMH) or visiting the Ronald McDonald Family Room (RMFR). FSMs ensure smooth daily operations in the absence of senior/full-time operations staff, oversee volunteers, and help create a welcoming and supportive environment for all guests.

JOB RESPONSIBILITIES

- Manage all on-site operations of the RMH or RMFR when senior staff are not present.
- Oversee and support volunteers, or personally complete tasks such as:
 - Room requests, assignments, check-ins, referrals, check-outs, and key management at the RMH.
 - Guest sign-ins, RMFR and Hospitality Cart oversight, and responding to guest or hospital staff needs at the RMFR.
- Welcome and assist volunteers, including greeters, meal providers, activity leaders, and program supporters.
- Answer phone calls and respond promptly to room requests and emails.
- Interact with families to ensure satisfaction with RMH, RMFR, and Hospitality Cart services.
- Assist with training new volunteers and new Family Services Managers.
- Accept and process in-kind donations (Wish List items, pull tabs, magazines).
- Secure and document financial contributions, following established procedures.
- Lead tours and host visitor groups as needed.
- Respond calmly and effectively to emergencies (e.g., 911 calls, evacuations, maintenance issues) and notify senior staff as required.
- Close and secure the RMH or RMFR at the end of shifts, including walkthroughs, tidying, and ensuring safety protocols are met.
- Maintain a clean and welcoming environment throughout all facilities.
- Address guest behavior concerns (e.g., smoking, prohibited substances, noise, unattended children) respectfully and appropriately.
- Communicate important updates, issues, or needs to the Lead FSM.
- Attend staff meetings when possible.
- Provide shift coverage for senior operations staff during vacations, sick leave, or conferences.
- Complete other duties assigned.

WORK SCHEDULE

- **Minimum requirement:** Four weekend shifts per month (rotating holidays assigned annually).
- Available RMH shifts:
 - Friday: 4pm–12am (2 FSMs)
 - Saturday: 8am–4pm (2 FSMs), 4pm–12am (2 FSMs)
 - Sunday: 8am–4pm (2 FSMs)
 - Weekdays: Monday–Sunday, 5pm–9pm (1 FSM with Lead FSM)
- Available RMFR shifts:
 - Saturday & Sunday: 11am–4pm

QUALIFICATIONS & EXPERIENCE

- Passion for RMHC-CP Mission.
- Prior volunteer or professional experience in a family-focused environment (RMH, RMFR, residential facility, or similar) strongly preferred.
- Demonstrates respect for colleagues, guest families, volunteers, and donors.
- Commitment to fostering a culture of diversity, equity, and inclusion.
- Excellent judgment, communication, and interpersonal skills; guest-focused and hospitable.
- Basic home maintenance skills.
- Ability to lift up to 30 lbs.
- Must successfully complete PA State Police, PA ChildLine, and FBI fingerprinting clearances.
- Proof of COVID-19 vaccination or valid exemption (medical/religious).
- Proficiency with Microsoft 365.
- Personal cell phone (preferred for emergencies).
- Reliable transportation required.

SUPERVISORY RESPONSIBILITIES

- Volunteers assigned to your shift.

PAY RATE: \$16.50/Hour