

## **Housing Administrator (Bilingual English/Spanish) Ronald McDonald House Charities of Western Washington & Alaska**

### **Who we are:**

We support seriously ill children and their families by providing housing and other essential support services at our facilities in Seattle, WA and Anchorage, AK. We are a nurturing staff that is dedicated to offering compassionate care to our families while they call the Ronald McDonald House home.

### **Key Responsibilities:**

The Housing Administrator is an integral member of our team. Often being the first point of contact for families seeking housing close to the hospital, this position is key to our ability to provide a warm, safe, and compassionate home for families.

- Responsible for managing and oversight of the guest referral, screening, and placement processes for all guest rooms at our Seattle location.
- Primary point of contact for guest families and hospital staff to manage housing requests and room reservations,
- Develops and maintains a consistently changing housing waiting list,
- Strategically prioritizes housing waiting list based on requests, family factors and room availability,
- Monitors and coordinates daily room availability,
- Confirms/places families based on policy and procedure,
- Works closely with the House Management and Facilities team (in English and Spanish) to coordinate room reservations and guest arrival and registration,
- Initiates and facilitates billing for stay nights with partner hospital and payment providers,
- Utilizes RMHC guest registration software and partner hospital EPIC software to complete guest registration,
- Coordinates with partner hospital to evaluate and confirm guests' ongoing housing need and notifies of housing availability,
- Collaborates with RMHC Leadership and partner hospital on complex exception decisions related to placement and screening criteria,
- Use available interpretation services as necessary to complete housing intake and registration for families who speak languages other than English and Spanish,
- Fulfills Spanish interpretation and translation responsibilities including welcoming families, supporting families in crisis, translating written materials for guests, and bilingual communication with team members.
- Maintains and updates the Housing Manual,
- To ensure seamless transition for guest families and hospital partners, provide guidance and training to staff covering the Housing Office during evenings, weekends, and vacations.

- As a member of the House Management team, maintains proficiency and comfort in management procedures while prioritizing compassionate care and customer service. Covers House Management shifts and tasks as needed including assisting guests with requests, welcoming new guests, communicating House policies to guests, visitors, volunteers, and donors, and assisting with general upkeep of facility,
- Participates in House Management meetings.

**Skills and attributes required:**

- Passion and commitment to our mission
- Conversational and written proficiency in English and Spanish required
- Excellent verbal and interpersonal communication skills
- Computer proficiency, including email, Word, Excel, and database usage
- Ability to use basic office equipment, including multi-line telephone
- Ability to work well under pressure with many interruptions
- Ability to effectively meet multiple and sometimes conflicting deadlines
- Strong attention to detail
- Ability to actively listen with empathy and trauma-informed care approach
- Ability to balance compassion for guests with consistency regarding guidelines
- Ability to collaborate and communicate with a wide variety of people, including staff, guests, volunteers and donors.

**Education/experience:**

- A Bachelor's degree in a related field or equivalent experience
- Prior experience working with individuals or families in times of stress or crisis
- Knowledge and experience related to crisis intervention, case management, and nonprofit work

**COVID-19 requirements:**

- RMHC requires all employees to be vaccinated against COVID-19.
- Face masks are required.

**Hours, Rate, Benefits:**

- This is a full-time position, 40 hours per week at our Seattle headquarters.
- Schedule: Monday – Friday, 8:30 am – 5 pm. As a member of the House Management team, schedule may change to accommodate team members' sick or vacation time. Hours may include occasional evenings and/or weekend shifts. Some holiday hours are required.
- Salary range for position - \$24 – 32/hour
- This position offers medical, dental, and vision insurance, 401(k) matching, and life insurance plan.
- Paid Time Off: RMHC offers paid time off that includes 9 paid holidays, 12 sick days, 2 personal days and 10 vacation days. The number of vacation days increases with tenure.
- Employer will pay full ORCA transit pass.

**How to Apply:**

Please submit your resume and cover letter at [kaarin@rmhcseattle.org](mailto:kaarin@rmhcseattle.org). We will accept and review applications until the position is filled. Priority will be given to applications received by April 15.

Ronald McDonald House Charities of Western Washington & Alaska is an equal opportunity employer. We value a diverse workforce and strongly encourage applicants of all backgrounds to apply, regardless of race, color, religion, national origin, sex, age, marital status, sexual orientation, gender identity/expression or disability.