

House Manager 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.

Our organization is currently expanding to provide service to an additional 25 families. We are excited to have 3 House Manager Position openings. All positions are full time and include evening and weekend shifts. Our immediate opening has the following schedule:

- **Thursday, Friday, Saturday, 12:30 – 9; Sunday, 9-530**

Key Responsibilities:

As a primary point of contact for our guest families, our House Managers work collaboratively to provide a welcoming, safe and supportive home for our guest who are in the midst of a healthcare crisis. Rooted in hospitality principles, the position includes a blend of direct service to our House guests and overseeing the smooth execution of House operations within their shift.

Guest support responsibilities to include:

- Welcome, orient, and support families in using shared spaces and House resources,
- Serve as a resource for families settling into their new community and needing to navigate transportation, local resources and activities,
- Assist families with unique challenges or requests by identifying resources and problem solving with guests,
- Identify and escalate opportunities to provide additional support to a guest family,
- Partner with our families around House policies, balancing House policy and a family's situation,
- Respond to emergency situations involving a medical emergency or security matter,
- Collaborate with hospital Social Work, Guest Services, Security and Infection Prevention departments as needed,
- Ensure a clean and organized home for our families by rounding the House throughout your shift completing necessary cleaning, organizing and restocking tasks,
- Support our Meal Program by stocking the breakfast buffet, House pantry, and boxed meals,
- Utilize RMHC guest registration software and partner hospital EPIC software to complete guest registration,
- Use available interpretation services as necessary to provide services for our diverse population.

General operations responsibilities include:

- Be a positive representative of the House providing a warm welcome to our volunteers, visitors and donors; always demonstrating our gratitude and appreciation for the greater

community and acknowledging that our ability to provide our level of care for our guests relies on these partnerships.

- Collaborate with team members and with adjacent departments to ensure successful operations.
- Support volunteers who are onsite during your shift, being point of contact for front desk volunteers during their shift, delegating tasks to volunteers, leading volunteer groups, and collaborating and assisting with support volunteer program programs and enrichment activities.
- Process requests for housing in the evenings, weekends or during vacation coverage for the Housing Administrator as needed within shift.
- Be nimble in work assignment. Evaluate the staffing and operations events within the shift and work collaboratively with other team members to ensure necessary tasks are completed. This may involve covering the front desk, assisting or completing tasks of other teams as needed and supporting onsite programming and services.
- Accept, process, organize, and stock incoming donations.
- Provide tours to individual or group stakeholders.
- Complete necessary documentation by shift end.

Skills required:

- Passion and commitment to our mission.
- Personal characteristics of being warm, empathetic, professional, flexible and resourceful.
- Excellent verbal and interpersonal communication skills.
- Ability to actively listen with empathy,
- Ability to balance compassion for guests with consistency regarding guidelines.
- Ability and willingness to work independently and as part of a team to make sound judgments without onsite supervision.
- Ability to work well under pressure with many interruptions.
- Ability to manage and prioritize multiple demands within each shift.
- Computer proficiency, including email, Word, Excel, and database
- Ability to use basic office equipment, including multi-line telephone
- Ability to collaborate and communicate with a wide variety of people, including staff, guests, volunteers, and donors.
- Bilingual applicants encouraged to apply

Education/experience:

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

COVID-19 requirements:

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

Work environment:

- The position is a blend of office tasks and physical work.
- All of our House Managers work in both of our Houses. Each House presents a different composition of work tasks and opportunity to work independently or alongside a team member.
- Includes prolonged periods of sitting, standing, bending, twisting, bending and walking distance within the building and across the campus.

- Able to lift 25 lbs.

Hours, Rate, Benefits:

- This is a full time position at our Seattle headquarters.
- Schedule: Three positions available. All positions include evening and weekend shifts. Immediate opening has the following shift: Thursday, Friday, Saturday, 12:30 – 9; Sunday, 9-530
- As a member of the House Management team, schedule may change to accommodate team members' sick or vacation time. Hours to include evenings and/or weekend shifts. Some holiday hours are required.
- Occasional all team meetings are held. Meeting attendance when not regularly scheduled is not required, but will be compensated at hourly rate.
- Negotiated afterhours on call responsibilities.
- Salary Range: \$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 reimburse the employee fully for their ORCA transit pass.

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.