



JOB POSTING

Title:	House Manager
FLSA Classification:	Nonexempt
Pay Range:	\$24-\$27 per hour DOE
Posting Date:	May 19, 2023

Overview

Who We Are

The Ronald McDonald House Charities of Western Washington & Alaska supports 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. RMHC has been in existence in Seattle since 1983. Since then, we have provided housing and caring support to thousands of families with children experiencing medical crises. We started out small, but over the years have grown and now serve 105 families per night. At the House, each of these families finds comfort, support, and hope as they navigate their child's medical crisis.

Who you are

You are warm, compassionate, calm, and resourceful. You love to work hard and find great joy in building relationships with others, working on a team and creating connections and community. You want to do meaningful and important work that has an impact on families.

JOB SUMMARY

As a primary point of contact for our guest families, RMHC House Managers work collaboratively to provide a welcoming, safe, and supportive home for our guest families 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 during each shift. This is a full-time nonexempt position with the schedule of Thursday – Sunday, 10:30 am – 9 pm and reports directly to the Director of Operations.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Welcome, orient, and support families in utilizing House spaces and resources.
- Serve as a resource for families settling into their new community and needing to navigate local services, resources, and amenities. Assist families that have unique challenges or requests.
- Partner with families around House policies. Identify and escalate opportunities to provide additional support to a guest family.

- Ensure a clean and organized home for our families by cleaning, organizing, and restocking supplies during your shift.
- Support, direct, and train individual and group volunteers.
- Respond to emergency situations calmly and professionally.
- Accept, process, organize, and stock incoming donations and supplies.
- Support our Family 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.
- Be a positive and welcoming representative of the House. Provide House tours to stakeholders.
- Collaborate with partner hospital departments and local organizations as needed to support guest families.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

ESSENTIAL SKILLS AND ATTRIBUTES

- 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 close supervision.
- Ability to work well under pressure with many interruptions.
- Ability to manage and prioritize multiple demands within each shift.
- Good analytical and problem-solving skills.
- Computer proficiency, including email, Word, Excel, and database use.
- Ability to collaborate and communicate with a wide variety of people, including staff, guests, volunteers, and donors.
- Bilingual Spanish-speaking applicants strongly encouraged to apply.
- RMHC requires all employees to be fully vaccinated against COVID-19.
- Face masks are required.

Schedule

- As a member of the House Management team, individual schedule may change occasionally to accommodate team members' sick or vacation time. Hours to include evenings and weekend shifts. Some holiday hours are required.
- Occasional all-team meetings are held onsite. Meeting attendance when not regularly scheduled is not required but will be compensated at an hourly rate.
- Negotiated after-hours on-call responsibilities.

Education/experience:

- 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.

Physical demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The position is a blend of office tasks and physical work.
- Includes prolonged periods of sitting, standing, bending, twisting.
- Requires walking within the building and across the campus.
- Ability to lift 25 lbs.

Here's why you'll love working at RMHC:

Amazing People – We are a collective of dedicated nonprofit professionals, direct service family advocates, social workers, and bilingual housing and facilities teams that make the RMHC House a home away from home.

Caring Environment – Our House is a community where our nurturing staff support and provide services for families who are experiencing unique pediatric medical episodes in their lives; our House sparks joy and celebration to help lighten the heaviness of enduring medical treatments.

Great Location – Our House is nestled in the beautiful Laurelhurst neighborhood of Seattle, WA along the Burke Gilman trail and a short walking distance from Seattle Children's Hospital.

Robust Benefits –RMHC offers generous paid time off that includes 11 paid holidays, 12 sick days, 2 personal days and vacation per our schedule and DOE, 100% employer-paid medical/vision and dental plans, life insurance, and 401(k) retirement savings with an employer match.

Strong History –A Home Away from Home: RMHC of Western Washington and Alaska was established in 1983 with its first House opening in Seattle and serving 22 families. Today we have three facilities in Seattle, including 10 Bone Marrow Transplant Apartments with a total of 105 rooms. Our Anchorage House in Alaska has 34 rooms and is nestled on the 6th floor of the Alaska Native Medical Center's patient housing. Patients include expectant mothers with high-risk pregnancies as well as pediatric patients and their families.

HOW TO APPLY

To respect the time of our applicants and reduce barriers, we do not require a cover letter. However, we would appreciate a paragraph sharing your understanding of the position and why you are interested in it. We will accept resumes until the position is filled. **Priority will be given to candidates who submit resumes by May 31.**

Please submit your materials to hr@rmhcseattle.org with **House Manager** in the subject of your email.

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.