



JOB POSTING

Title:	House Operations Manager
FLSA Classification:	Exempt
Pay Range:	\$72,000 - \$88,000
Posting Date:	July 27, 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, friendly, energetic, compassionate, calm, and resourceful. You love to work hard; do meaningful work; supervise and mentor team members; build inclusive, creative, and collaborative teams; and find tremendous joy and meaning in creating connections, trust and safety and building community. You want to do meaningful and important work, but even more, you want to provide this to those that you supervise.

JOB SUMMARY

The House Operations Manager is responsible for managing the day-to-day operation of the Ronald McDonald House, including supervising the House Management team and providing direct service and support to guest families. This is a full/part-time non/exempt position reporting directly to the Director of Operations. Exact schedule to be determined at hire – roughly 9-5 with some evening and weekend hours to be determined in consultation with employee.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Operations Leadership:

- Lead with values of collaboration, teamwork, gratitude, inclusion, integrity, and joy.
- Hire, train, support, supervise and schedule the House Management team
- Manage, motivate, and engage team to deliver culturally competent and compassionate care.

- Manage and monitor overall House operations within your shift, prioritize and creatively adjust schedule, tasks and plans as needed.
- Manage house management policies, procedures, and materials to ensure compassionate care and services for guest families.
- Review incident reports, debrief incidents with the team and individually with team members, and ensure follow up and referrals are completed.
- Review and provide quarterly report of Incident Reports.
- Be nimble and flexible in work assignments and ensure necessary tasks are completed and shifts are covered.

Organization Leadership:

- Participate in the development of organization goals, work plans, budgets and House policies and procedures.
- Strive to continually improve guest services, systems, policies and procedures.
- Serve as a member of the Program Services Leadership team.
- Collaborate with Operations Departments and team members to ensure efficient and excellent service to guest families.
- Partner with the Director of Operations, Family Services Manager, Global RMHC peers, and partner hospitals to understand patient housing trends and best practices in patient housing.
- Partner with the Director of Operations and Family Services Manager in providing ongoing staff training.
- Regularly coordinate with the Development department and the Director of Volunteer Programs to identify and execute giving and volunteer opportunities.
- Assist the Director of Operations in inventory management.
- Coordinate with Facilities Team to ensure a safe, clean, and comfortable home for our guest families. Provide written notice to House guests and act as the liaison for families when work is required.
- Participate in after-hours on-call responsibilities.

Guest Family Support:

- 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.
- Connect families with unique challenges or requests to internal or community resources.
- Balance compassion for guests with consistency regarding House rules Respond to emergency situations calmly and professionally.
- Collaborate with partner hospital department as needed to support guest families.
- Ensure a clean and organized home for our families by rounding the House throughout your shift completing necessary cleaning, organizing, and restocking tasks.
- Provide on-site support for all programs and activities, in collaboration with the Family Services Manager and/or the Volunteer Department;
- Support our Family Meal Program by stocking the breakfast buffet, House pantry, and serving 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:

- Be a positive and welcoming House representative.
- Collaborate with adjacent departments to ensure excellent program service.
- Support and lead volunteers; support volunteer programs and enrichment activities.
- 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.
- Accept, process, organize, and stock incoming donations and supplies.
- Provide House tours to stakeholders.
- Document notable events before shift end.

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 RMHC's mission.
- Personal characteristics of being warm, empathetic, professional, flexible, highly organized, resourceful/creative and a collaborative team player.
- Ability and desire to lead and motivate teams to achieve shared goals,
- Confidence, sensitivity, and diplomacy to interact and collaborate with guest families, volunteers, staff, hospital partners, and affinity organizations.
- Exceptional interpersonal, verbal, and written communication skills.
- Excellent listening skills. Ability to establish and maintain trust and rapport with peers and guest families.
- Strong attention to detail.
- Good analytical and problem-solving skills.
- Ability to work well under pressure and manage and prioritize multiple demands with many interruptions.
- Computer proficiency including Windows, Microsoft Office, and Microsoft Outlook.
- Bilingual applicants strongly encouraged to apply.
- RMHC requires all employees to be fully vaccinated against COVID-19.
- Face masks are required.

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.
- Minimum of 3-5 years providing supervision and management of team members. Prefer social service supervision experience.

- Demonstrated ability to effectively work with organizational partners to manage multiple projects and priorities.
- Knowledge and experience related to hospitality, crisis intervention, trauma informed care, case management, and program management.

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 requires a blend of office tasks and physical work.
- Includes prolonged periods of sitting, standing, bending, twisting, bending, and walking within the building and across the campus.
- Able 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 Aug 6 2023.**

Please submit your materials to hr@rmhcseattle.org

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.